

**2008 Washington State Medicaid
King County Care Partners
Chronic Care Management Project
Client Satisfaction Survey Results**



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Acknowledgements

Thanks to the members of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey workgroup who assisted with the development of the survey materials, the client brochure, and the stakeholder report.

From the Health and Recovery Services Administration (HRSA):

- Shirley Munkberg, Acting Office Chief, Office of Quality and Care Management

From the Aging and Disability Services Administration (ADSA):

- Candace Goehring, Unit Manager, Home and Community Programs
- Dan Murphy, Office Chief

We would like to thank:

Qualis Health:

- Qualis Health, a health care quality improvement organization, coordinated the project, conducted the analysis, assisted in development of the survey booklet, and developed this stakeholder report to disseminate the survey results.

DataStat:

- Qualis Health coordinated with DataStat, Inc., a survey research organization located in Ann Arbor, Michigan, to collect the mail and telephone survey responses.

Sincerely,

Shirley Munkberg
Acting Office Chief, Office of Quality and Care Management
Health and Recovery Services Administration

Introduction

This report is designed to enable the Health and Recovery Services Administration (HRSA) and other organizations to monitor and evaluate the performance of the King County Care Partners Chronic Care Management Project. A client satisfaction survey was conducted and the responses of adults enrolled in Medicaid regarding their experiences with their health care services were analyzed. Medicaid recipients from each of 3 program groups—randomized to participate *and* successfully enrolled in the project (“Enrolled”), randomized to participate but not successfully enrolled (“Not Enrolled”), and randomized to the control group—were surveyed and the results are presented here. Details of the survey administration, sampling, response rates, and weighting can be found in the Detailed Methodology Report.

This report describes the background of the questionnaire, which includes questions from the Medicaid Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, the 8-element Client Satisfaction Questionnaire® (CSQ-8), the 13-element Patient Activation Measure® (PAM-13), the 5-element EQ-5D, and questions developed by the Washington Department of Social and Health Services (DSHS). A description of project goals and how to interpret the results is included.

Project Background

This client satisfaction survey project used questions from 4 survey instruments: CAHPS® survey, PAM-13®, CSQ-8®, and EQ-5D. DSHS also included questions developed by department staff.

The CAHPS survey tools were developed under cooperative agreements by Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. HRSA has administered a version of CAHPS for various programs in Washington State for the past 12 years. This is the first year a CAHPS survey has been used for the King County Care Partners Chronic Care Management Program. In CAHPS surveys, respondents provide information about their experiences with various aspects of medical care, including:

- Getting care that is needed
- Getting care without long waits
- How well doctors communicate
- How people rated their health care
- How people rated their personal doctor or nurse
- How people rated the specialist they saw most often

The PAM-13® was developed at the University of Oregon Eugene by Judith H Hibbard, Eldon R Mahoney, Jean Stockard, and Martin Tusler. The PAM-13® is constructed to measure the level of patient activation in their own health care. The CSQ-8® was developed at the University of California San Francisco by Drs. Clifford Attkisson and Daniel Larsen in collaboration with Drs. William A. Hargreaves, Maurice LeVois, Tuan Nguyen, Robert E. Roberts, and Bruce Stegner. The CSQ-8® instrument is constructed to measure general satisfaction with services received by individuals and families. The EQ-5D is a widely used instrument to describe generic health status in terms of 5 dimensions:

- Mobility
- Self-care
- Usual activities

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Client Satisfaction Survey**

A complete copy of this report is available at <http://hrsa.dshs.wa.gov/News/Brief4Leg.htm>

- Pain/discomfort
- Anxiety/depression

Each dimension comprises 3 levels, indicating no problems, some or moderate problems, and extreme problems. Assessing the percentage of enrollees who are in poor health or who have chronic conditions is important to ensure adequate provider access, appropriate range of services, and financing for health services. Details of EQ-5D development and current status may be found online at <http://www.euroqol.org/>.

A copy of the 2008 survey instrument is included at the end of this report in Appendix A.

Project Goals

The primary goal of the Medicaid client satisfaction survey project is to provide timely information to HRSA to assist in evaluating the quality of the King County Care Partners Chronic Care Management Project. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care and services they received through either standard Medicaid services or, if enrolled, the King County Care Partners Chronic Care Management Project.

How to Use This Report

This report is designed to allow HRSA and other stakeholders to identify key opportunities to improve clients' health care experiences. This report includes data from 2 Medicaid subpopulations: those randomized to the treatment and those randomized to a control group. A total of 1,110 surveys (37.2%) out of a sample frame of 2,984 eligible enrollees met completeness criteria for inclusion in this report by answering at least 1 question in the survey.

Results are displayed in a graphical format with 1 question per page. The first line of the page heading displays the program name (King County Care Partners Chronic Care Management Project). The second line lists the question source (e.g., CAHPS, PAM-13©). The third line is a brief description of the question category (e.g., Your Personal Doctor, Utilization, Flu Shot) along with the question number from the original questionnaire.

PAM-13© Activation Stages

Based on a national sample of 1,469, Insignia Health defined 4 stages of increasing patient activation as shown in the table below. A total is calculated for each respondent based on their responses to 13 individual questions. A response of "Strongly Disagree", "Disagree", "Agree" or "Strongly Agree" is awarded 1, 2, 3, or 4 points, respectively. For items with a response of "Not Applicable", the PAM raw score is the respondent's total score divided by the number of completed items and multiplied by 13. If the respondent did not respond "Not Applicable" to any item, the total is the PAM raw score.

PAM-13 Activation Stage Description

PAM Raw Score	Activation Stage	Definition	Percent of National Sample (n=1,469)
≤47.0	Stage 1	May not yet believe that the patient role is important	11.8%
47.1 to 55.1	Stage 2	Lacks confidence and knowledge to take action	29.3%
55.2 to 67.0	Stage 3	Beginning to take action	36.5%
≥ 67.1	Stage 4	May have difficulty maintaining behaviors over time	22.3%

What do the bar graphs tell you?

A series of bar graphs display survey results on pages 7 – 75. Each page represents results for 1 composite question or 1 question using 2 bar graphs; 1 for the treatment and 1 for the control group. The number of clients answering each question is included as a footnote to each graph.

Each bar graph is divided into 2-, 3-, or 4-response categories which represent the unadjusted percent response to one question or composite question for each subpopulation. The individual categories add up to 100%, although sections for some graphs may not appear to add up to 100% because of rounding of individual sections for display. Some responses were recoded down to 3 or 4 categories for easier visual interpretation. For example, the global rating scales of 0 – 10, the “How often” scales of never, sometimes, usually, always, and the CSQ-8© scales of 4 levels of agreement were recoded for display as three categories. Client age, educational level and health care utilization questions were collapsed to 4 categories. The “N/A” responses of the PAM-13© individual questions and “don’t know” response to whether clients received a flu shot were ignored for display and statistical analysis. In no case did the “N/A” or “don’t know” response exceed 8% of the total responses for either subpopulation.

Readers should look for the number of stars assigned to each bar chart before drawing conclusions about differences among the randomized groups. See the next section on statistical significance for more details.

Statistical Significance

Stars were added to each bar chart in which the responses of clients in the treatment group were significantly different than the responses of clients in the control group. P-values less than or equal to 0.05 were considered significant. The number of stars added corresponds to the level of significance. Please refer to the legend on the individual graphs for more specific details. When the treatment and control group responses to a question were not statistically different from each other, no stars were added to the bar charts.

Limitations

People in worse health tend to report lower satisfaction and more problems with care than do people in better health. Older patients tend to report more satisfaction and fewer problems than do younger patients. There is some evidence that education level may affect scores as well, although the effects of age and education are not as strong as health status. Therefore differences in client satisfaction may be due to sampling error or self-selection bias and not to differences in program quality or satisfaction.

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Additionally, there is potential response bias in the survey results. The accuracy of these findings depends on how well respondents represent the overall population under study. If the 37.2% of clients that responded to the survey are systematically different than the study population, then conclusions drawn here may be incorrect

Finally, due to the study design, in which clients were randomized to the treatment and control groups prior to enrollment in the program, an intent-to-treat analysis was performed. This means a large percentage of those clients randomized to the treatment group (and analyzed as such) chose not to enroll in the program and therefore did not actually receive program services. If in fact the program was effective in improving clients' health care experiences and satisfaction, this would dilute the program effect and diminish the ability of this survey to detect statistically significant differences.

Summary of Statistically Significant Results

Statistically significant results of treatment and control group response comparisons are listed below.

More clients in the treatment group reported:

- Needing or taking prescription medicine,
- Having moderate pain or discomfort
- “Strongly agreeing” that they were responsible for taking care of their health problems.
- Having a “Fair” overall health rating

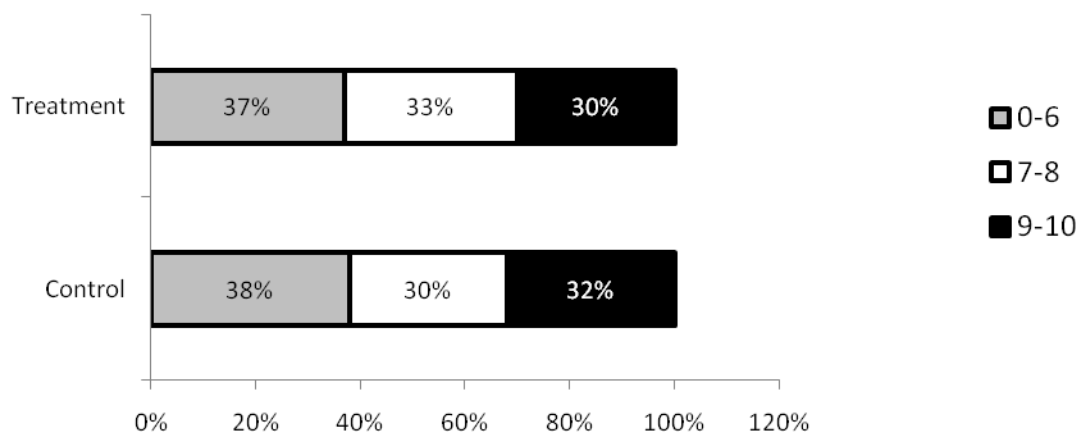
More clients in the control group reported:

- Having extreme pain or discomfort
- **Not** feeling responsible for taking care of their health problems.
- Having a “Good, Very Good or Excellent” overall health rating

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 7**

Rate Health Care

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?



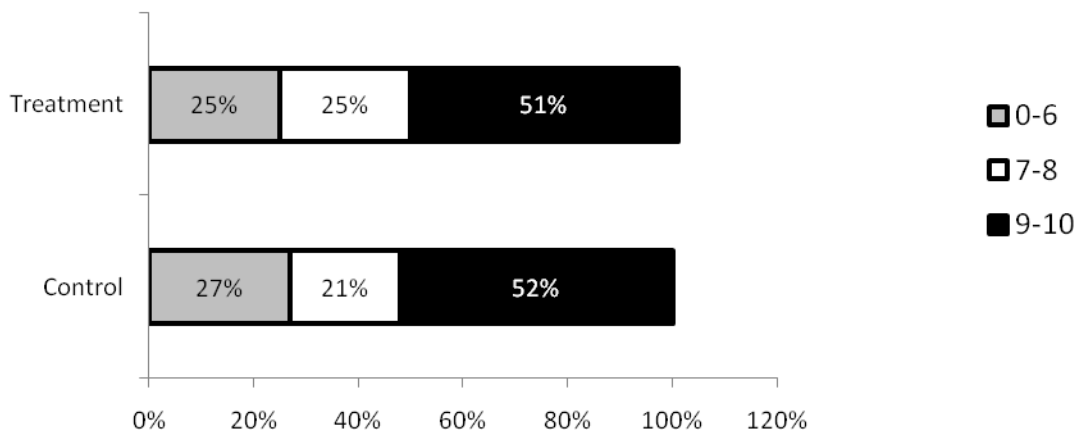
Results are based on 513 responses from the treatment group and 568 responses from the control group to this question. When weighted these responses represent 1,452 and 1,454 individuals in the treatment and control groups respectively.

King County Care Partners Chronic Care Management Project

Consumer Assessment of Healthcare Providers and Systems Core: Question 17

Rate Personal Doctor

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor or nurse?



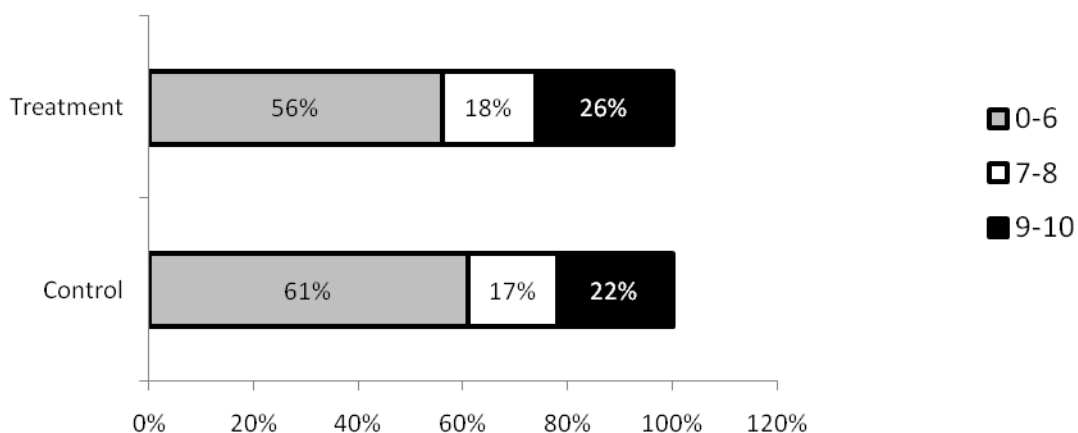
Results are based on 513 responses from the treatment group and 569 responses from the control group to this question. When weighted these responses represent 1,452 and 1,456 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems**

Core: Question 31

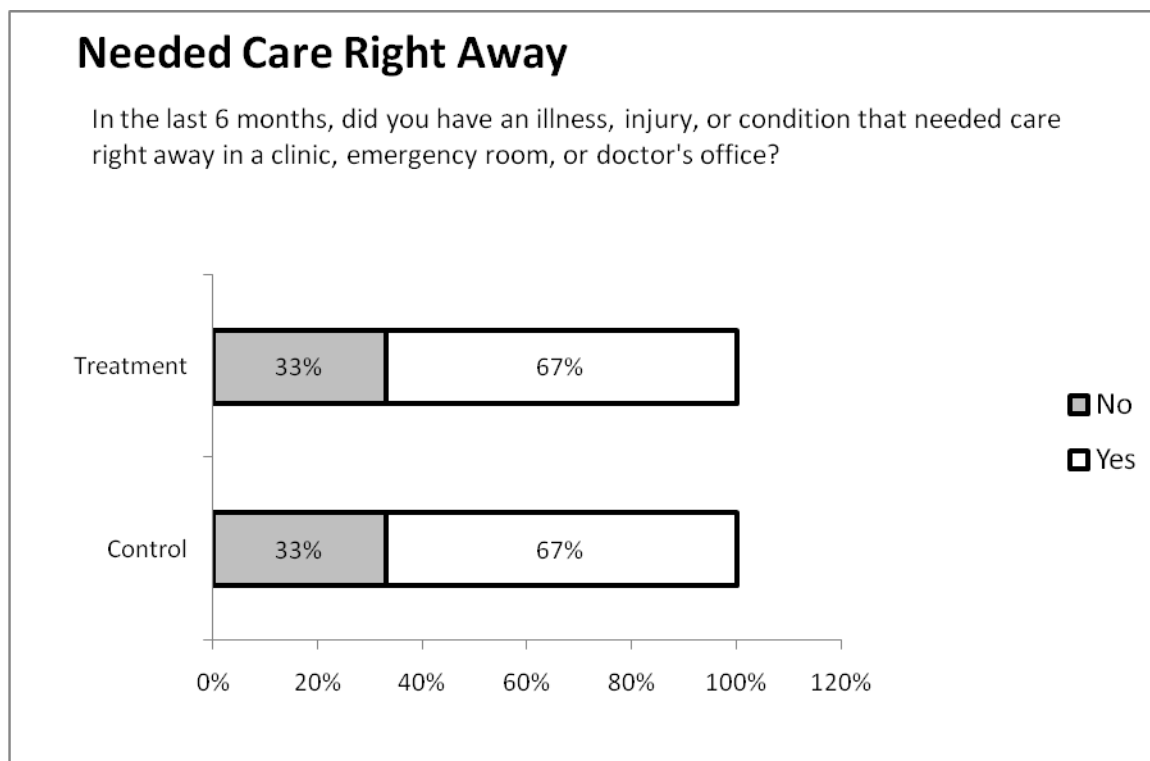
Rate Specialist

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?



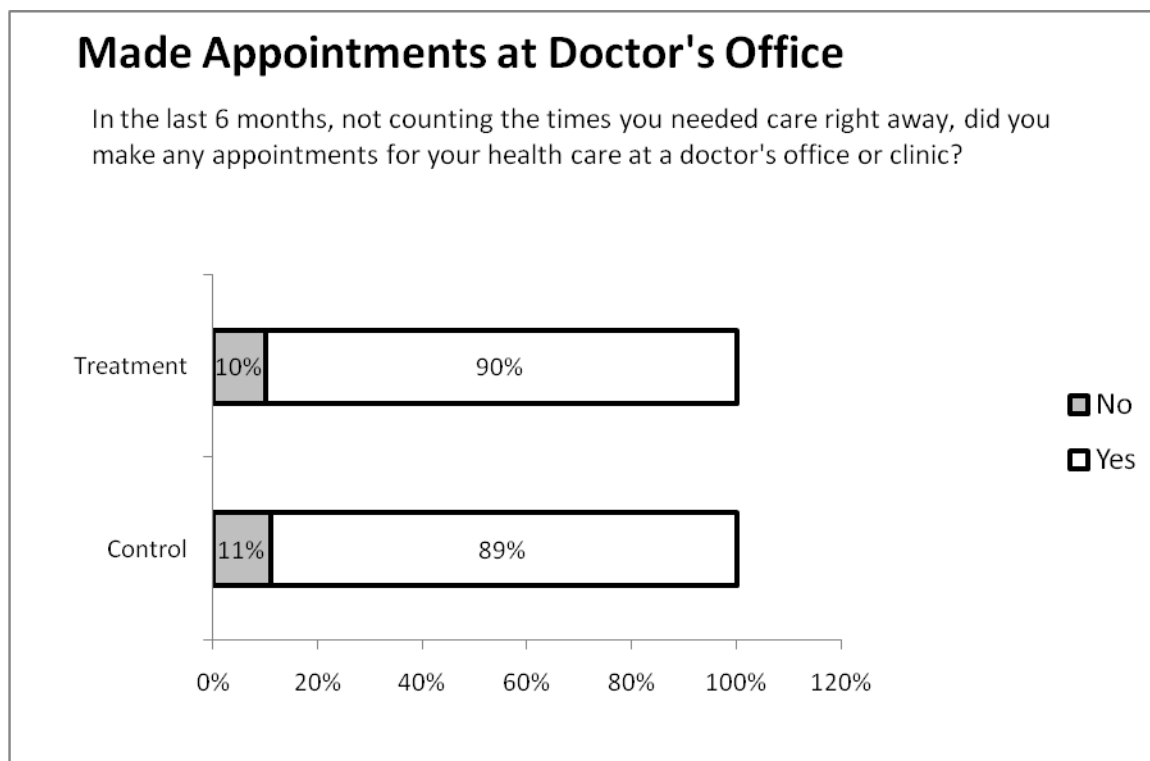
Results are based on 522 responses from the treatment group and 578 responses from the control group to this question. When weighted these responses represent 1,478 and 1,479 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screeners Getting Care without Long Waits: Question 1**



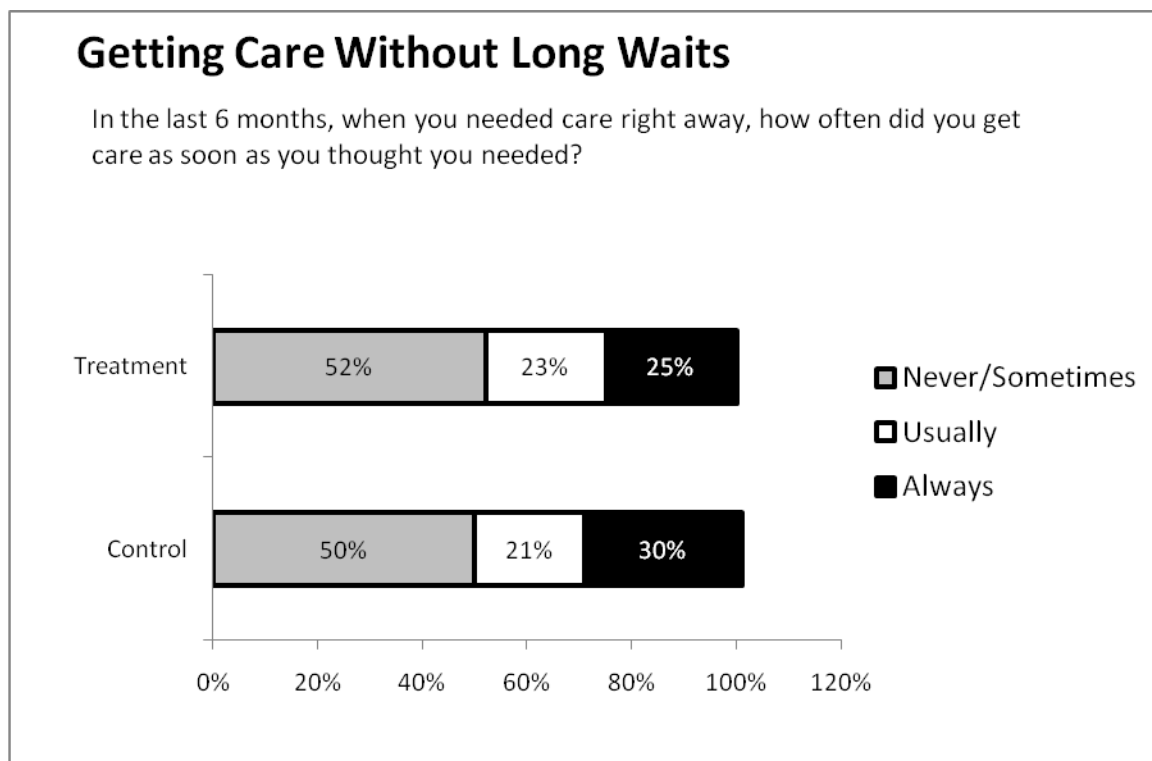
Results are based on 509 responses from the treatment group and 565 responses from the control group to this question. When weighted these responses represent 1,441 and 1,446 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screeners Getting Care without Long Waits: Question 3**



Results are based on 512 responses from the treatment group and 561 responses from the control group to this question. When weighted these responses represent 1,449 and 1,436 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 2**

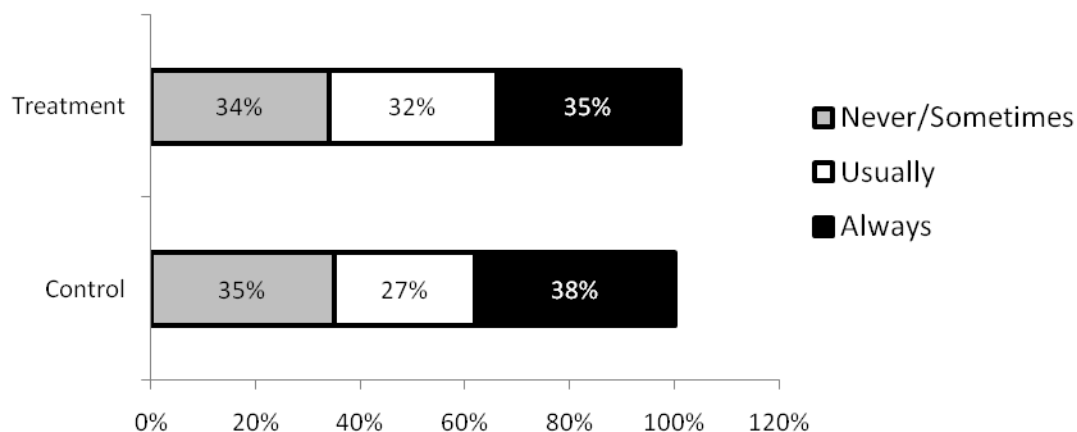


Results are based on 506 responses from the treatment group and 567 responses from the control group to this question. When weighted these responses represent 1,431 and 1,451 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 4**

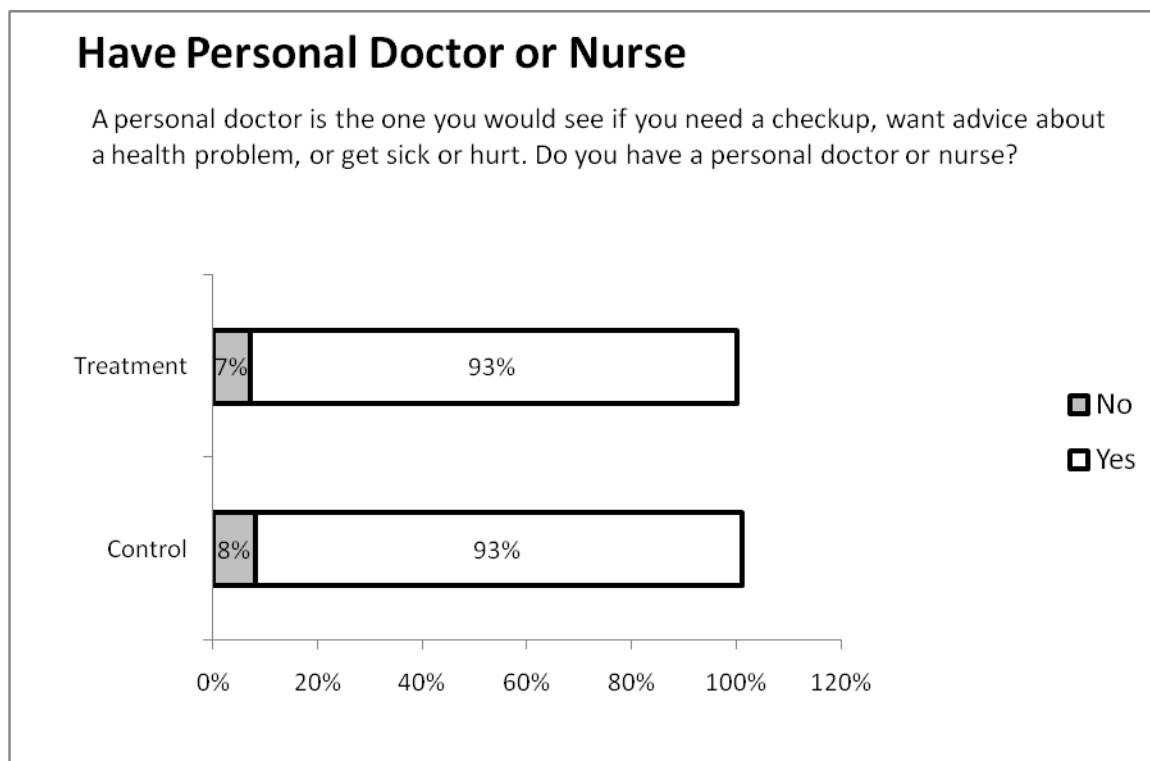
Getting Care Without Long Waits

In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?



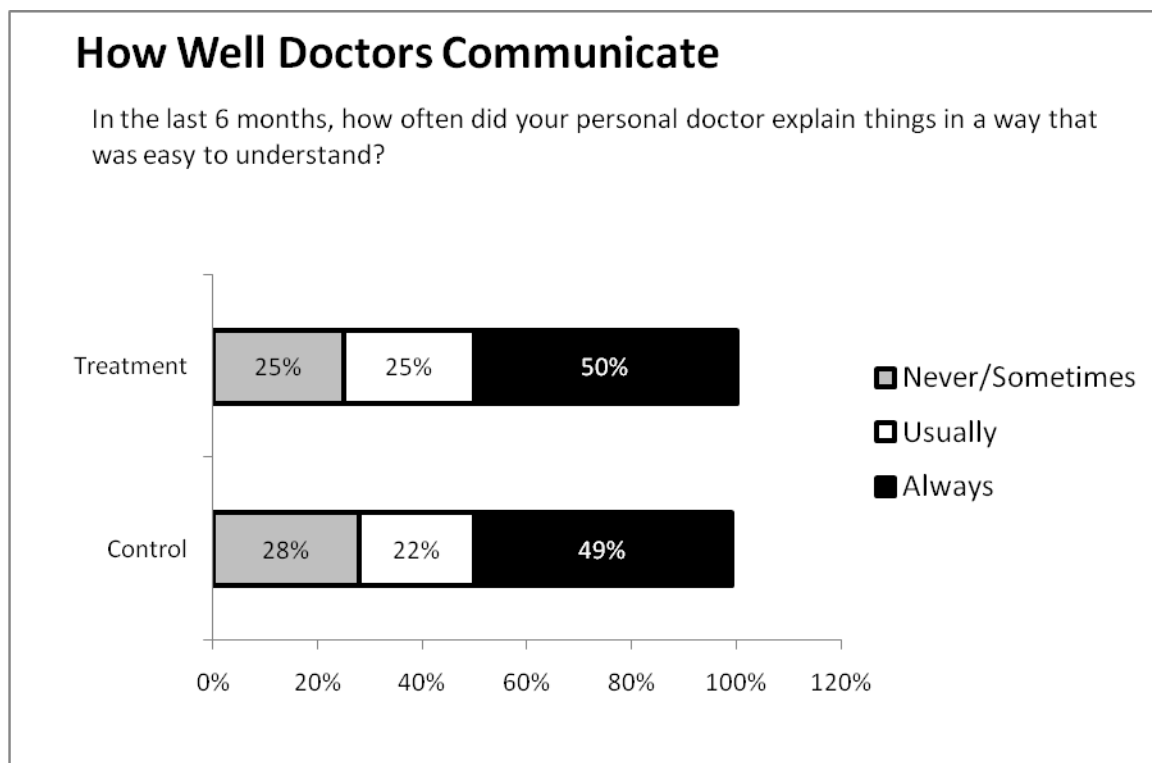
Results are based on 504 responses from the treatment group and 558 responses from the control group to this question. When weighted these responses represent 1,425 and 1,428 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Your Personal Doctor: Question 8**



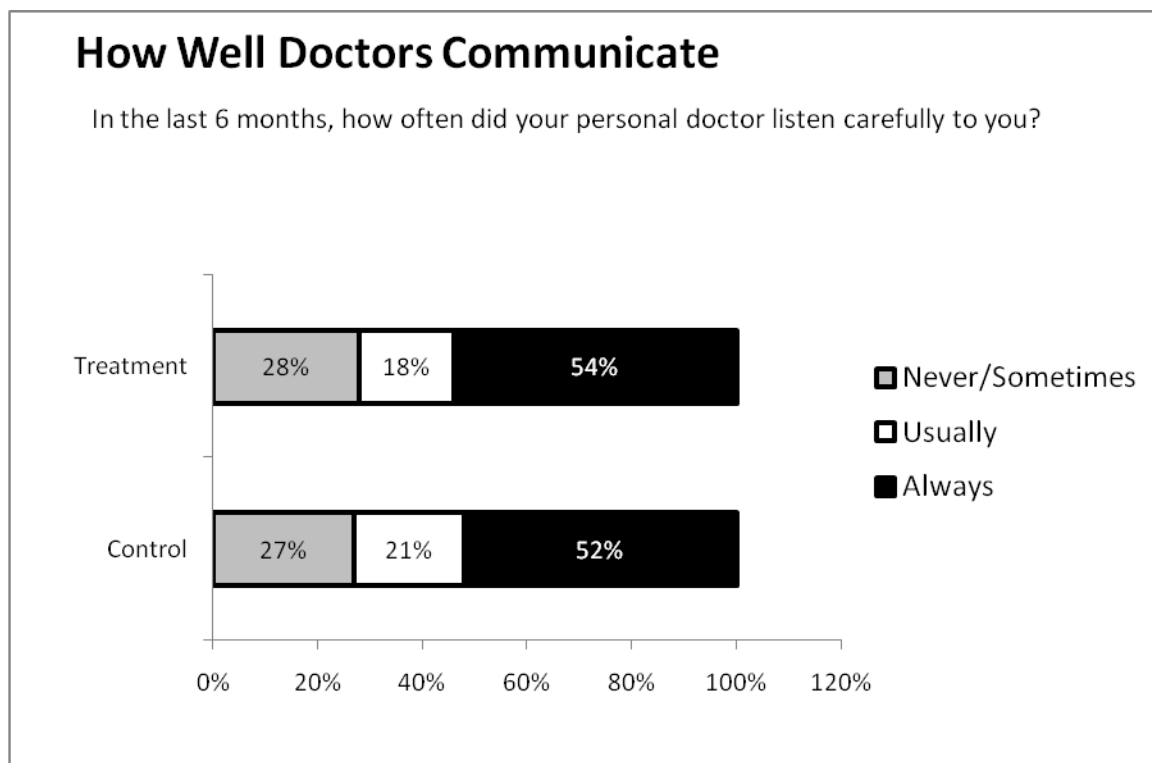
Results are based on 515 responses from the treatment group and 560 responses from the control group to this question. When weighted these responses represent 1,457 and 1,433 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 11**



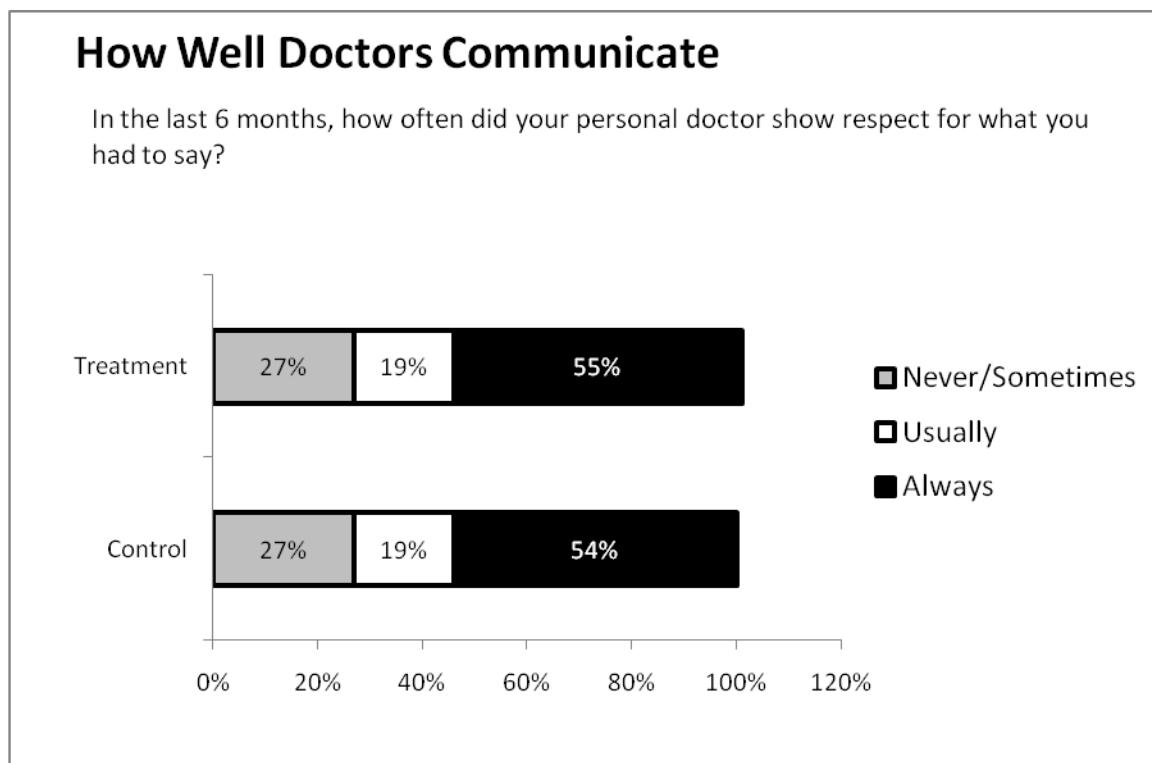
Results are based on 521 responses from the treatment group and 578 responses from the control group to this question. When weighted these responses represent 1,475 and 1,479 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 12**



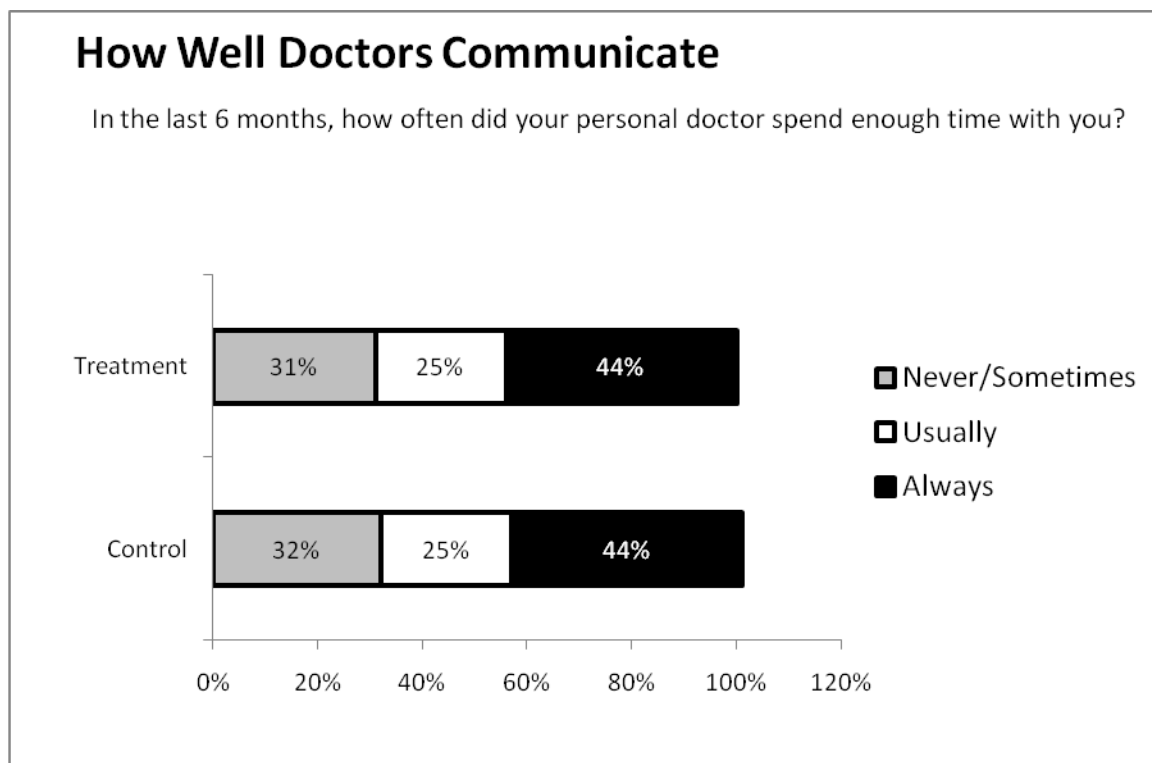
Results are based on 520 responses from the treatment group and 579 responses from the control group to this question. When weighted these responses represent 1,473 and 1,482 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 13**



Results are based on 518 responses from the treatment group and 577 responses from the control group to this question. When weighted these responses represent 1,467 and 1,477 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Core: Question 14**

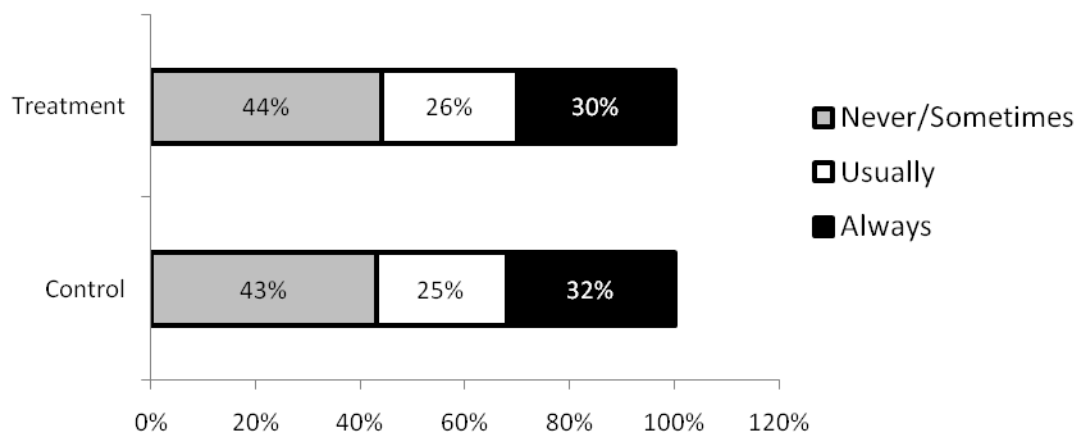


Results are based on 519 responses from the treatment group and 579 responses from the control group to this question. When weighted these responses represent 1,470 and 1,482 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 6**

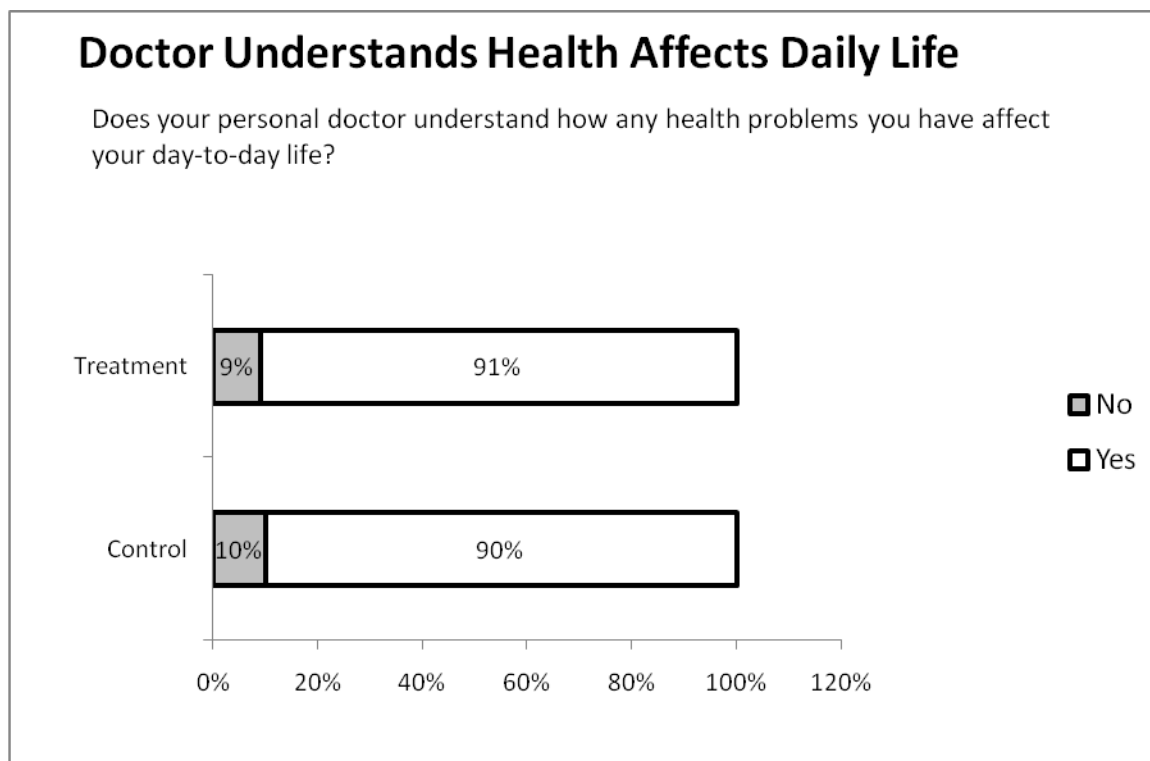
How Often Doctor Talks About Prevention

In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?



Results are based on 516 responses from the treatment group and 573 responses from the control group to this question. When weighted these responses represent 1,461 and 1,466 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 9**

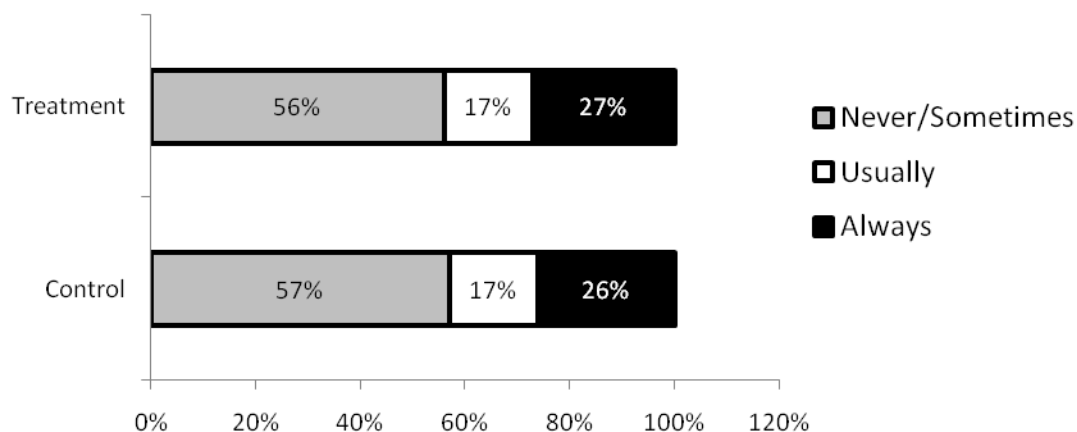


Results are based on 460 responses from the treatment group and 501 responses from the control group to this question. When weighted these responses represent 1,303 and 1,282 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 16**

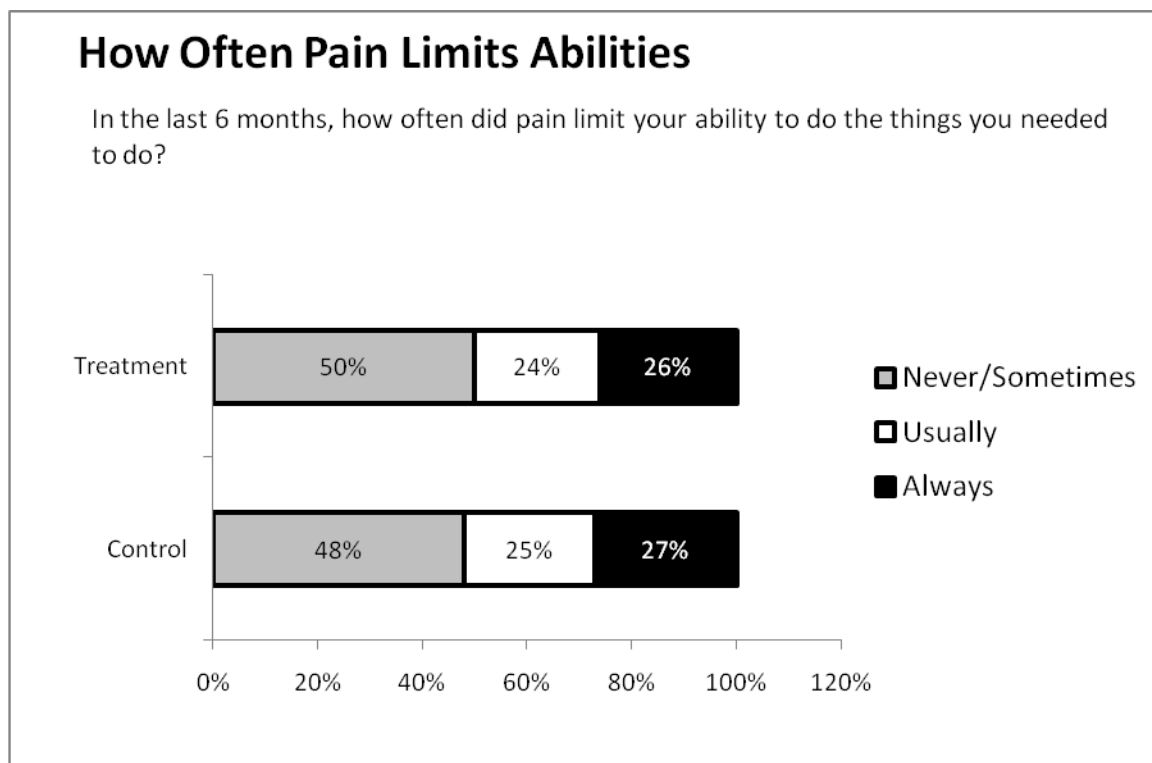
How Often Doctor Seems Informed

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these other doctors or other health providers?



Results are based on 515 responses from the treatment group and 576 responses from the control group to this question. When weighted these responses represent 1,458 and 1,474 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 18**

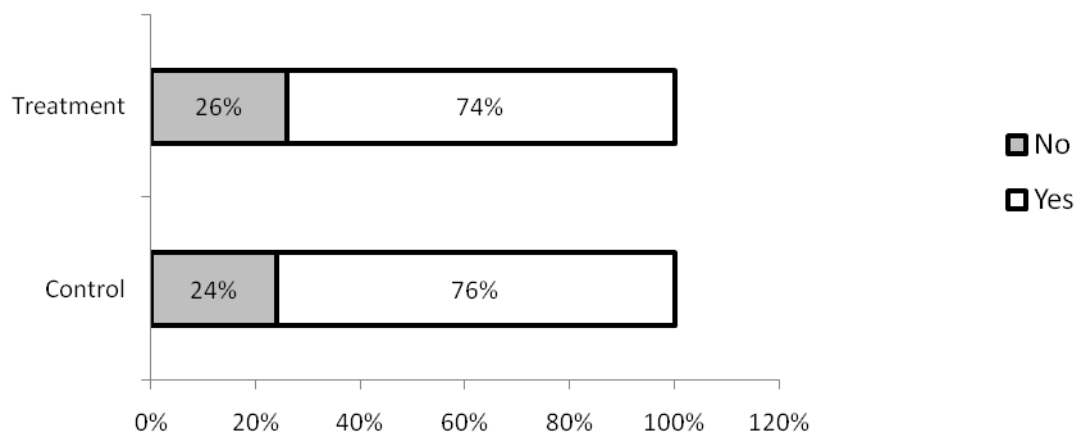


Results are based on 513 responses from the treatment group and 567 responses from the control group to this question. When weighted these responses represent 1,452 and 1,451 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 19**

Doctor Understands Impact of Pain on Life

In the last 6 months, do you think that your personal doctor understood the impact that pain has on your life?

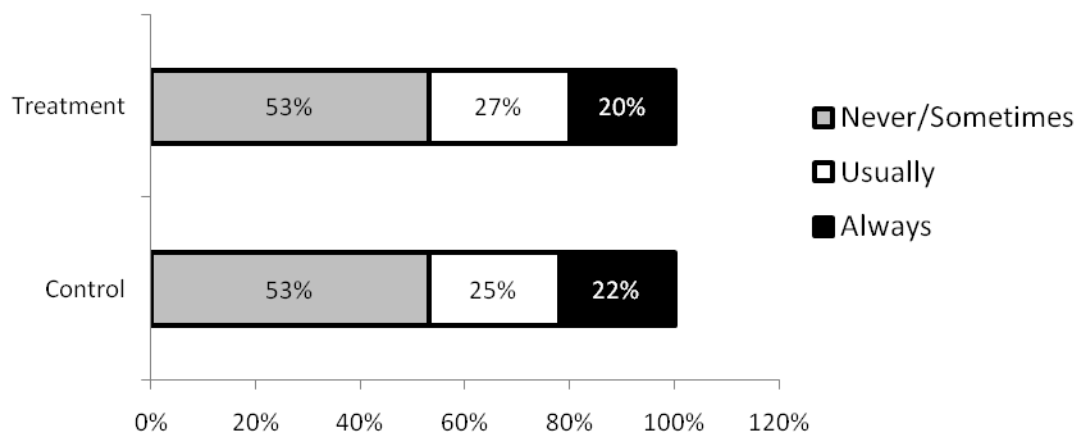


Results are based on 420 responses from the treatment group and 440 responses from the control group to this question. When weighted these responses represent 1,188 and 1,126 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 20**

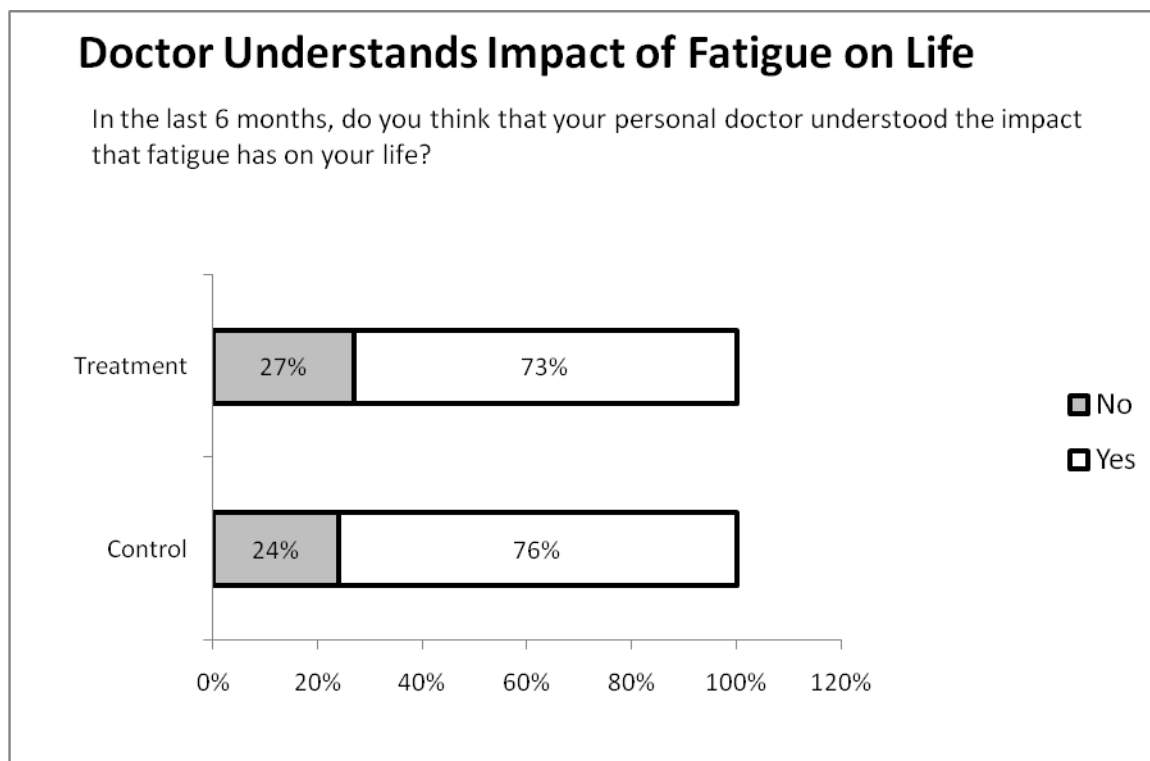
How Often Fatigue Limits Abilities

In the last 6 months, how often did fatigue limit your ability to do the things you needed to do?



Results are based on 505 responses from the treatment group and 563 responses from the control group to this question. When weighted these responses represent 1,430 and 1,441 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Your Personal Doctor: Question 21**

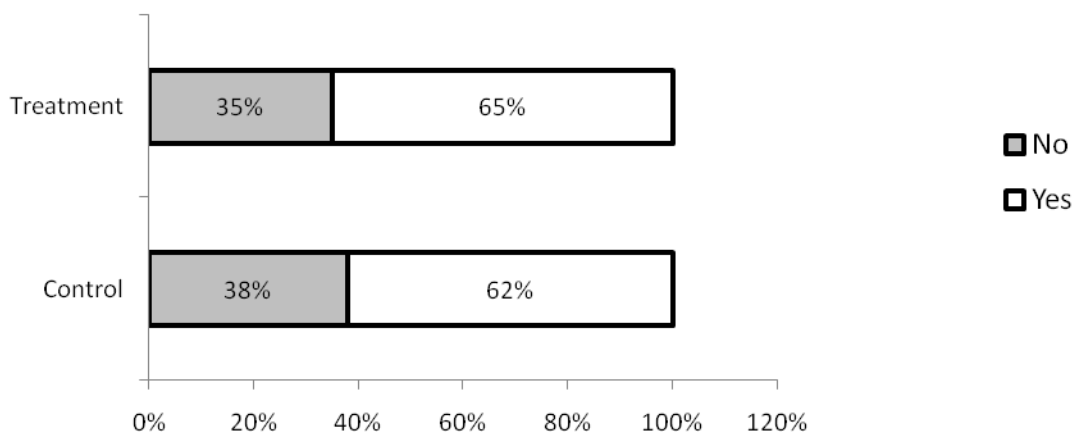


Results are based on 425 responses from the treatment group and 446 responses from the control group to this question. When weighted these responses represent 1,200 and 1,141 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screeners Getting Care That Is Needed: Question 28**

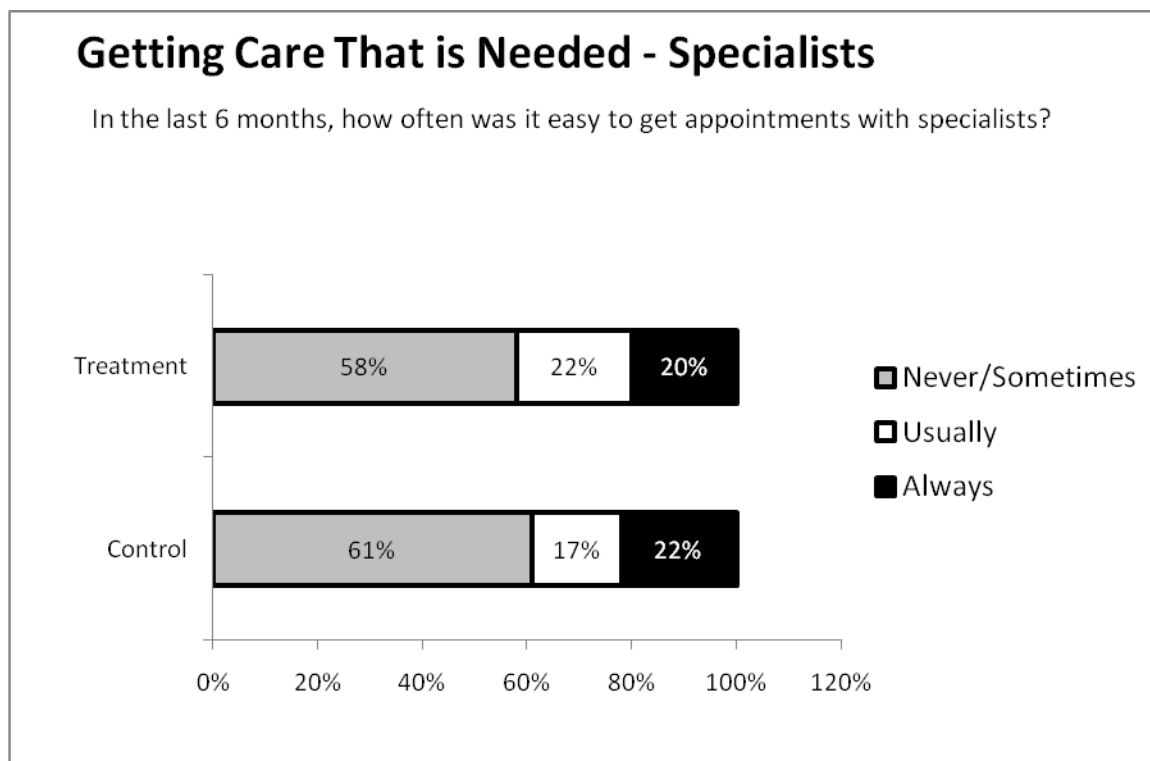
Made Appointments with Specialist

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?



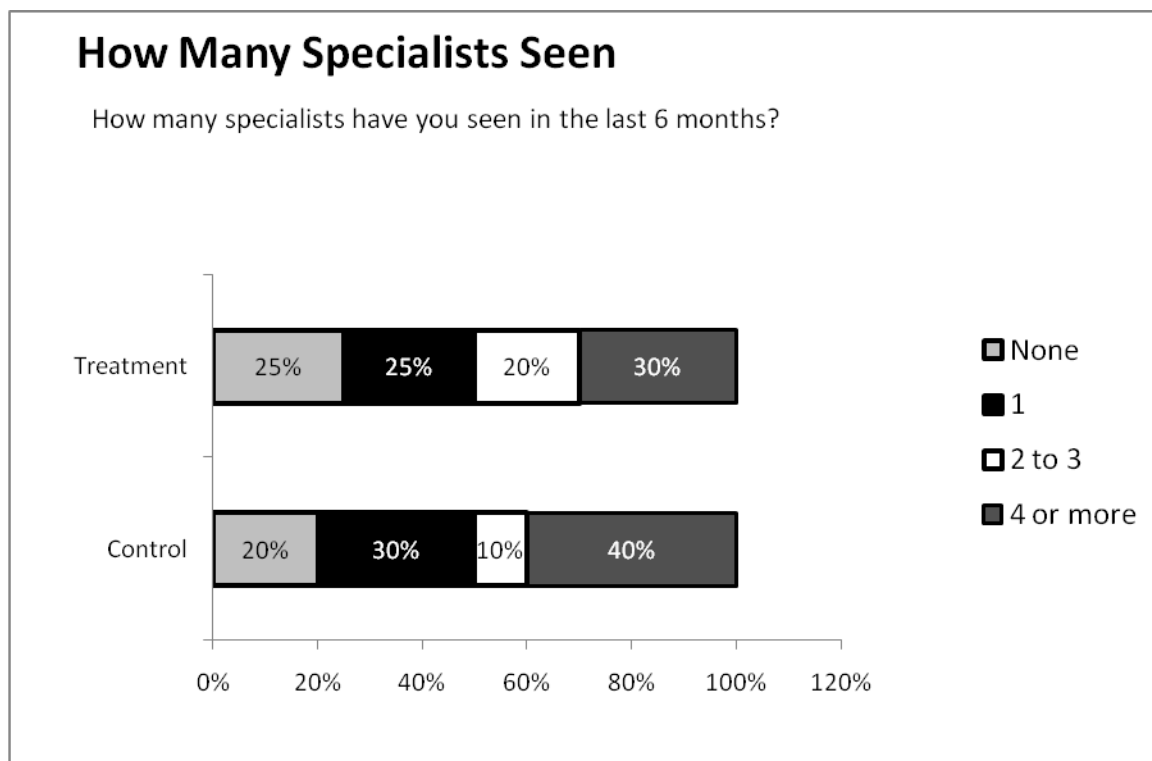
Results are based on 501 responses from the treatment group and 547 responses from the control group to this question. When weighted these responses represent 1,419 and 1,400 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Supplemental: Question 29**



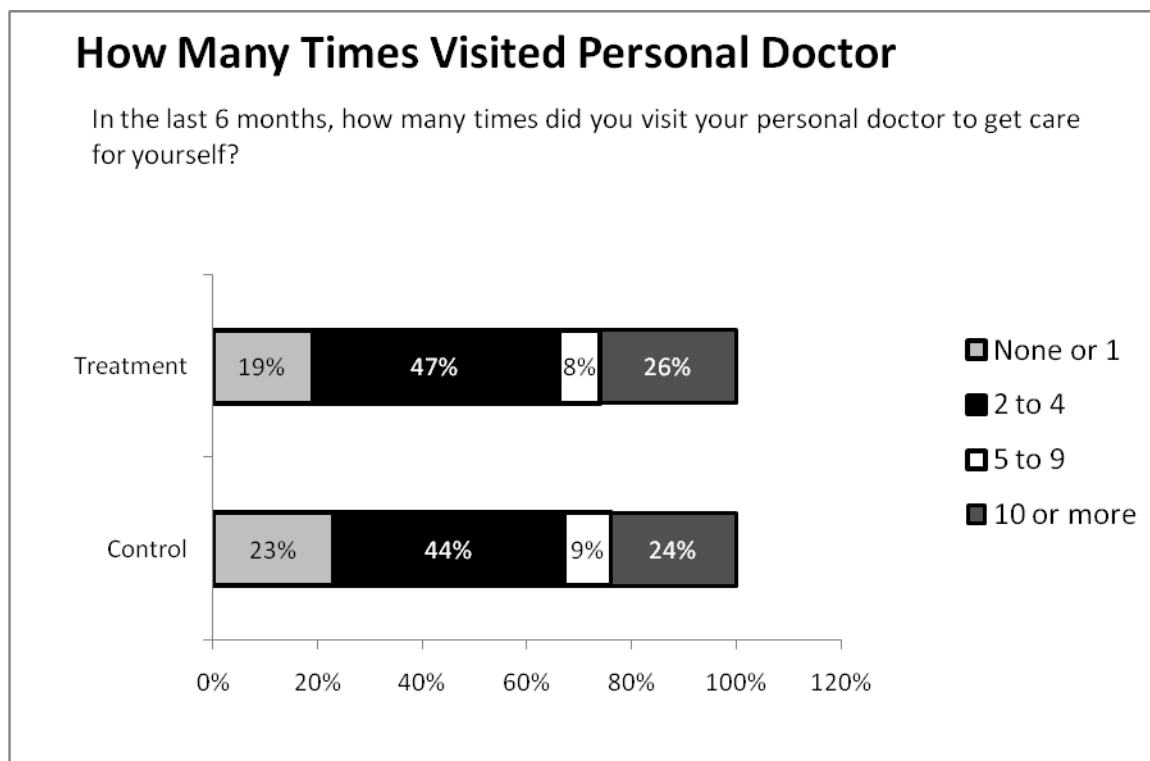
Results are based on 516 responses from the treatment group and 569 responses from the control group to this question. When weighted these responses represent 1,461 and 1,456 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 30**



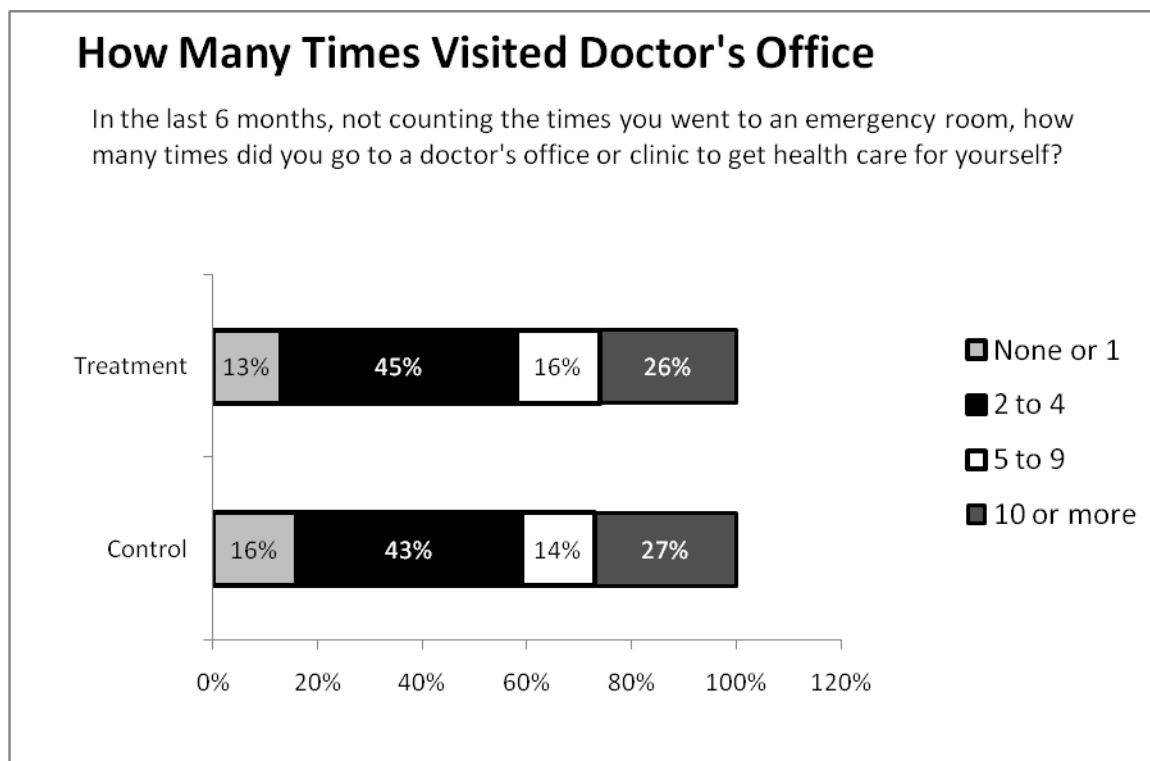
Results are based on 518 responses from the treatment group and 569 responses from the control group to this question. When weighted these responses represent 1,467 and 1,456 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 10**



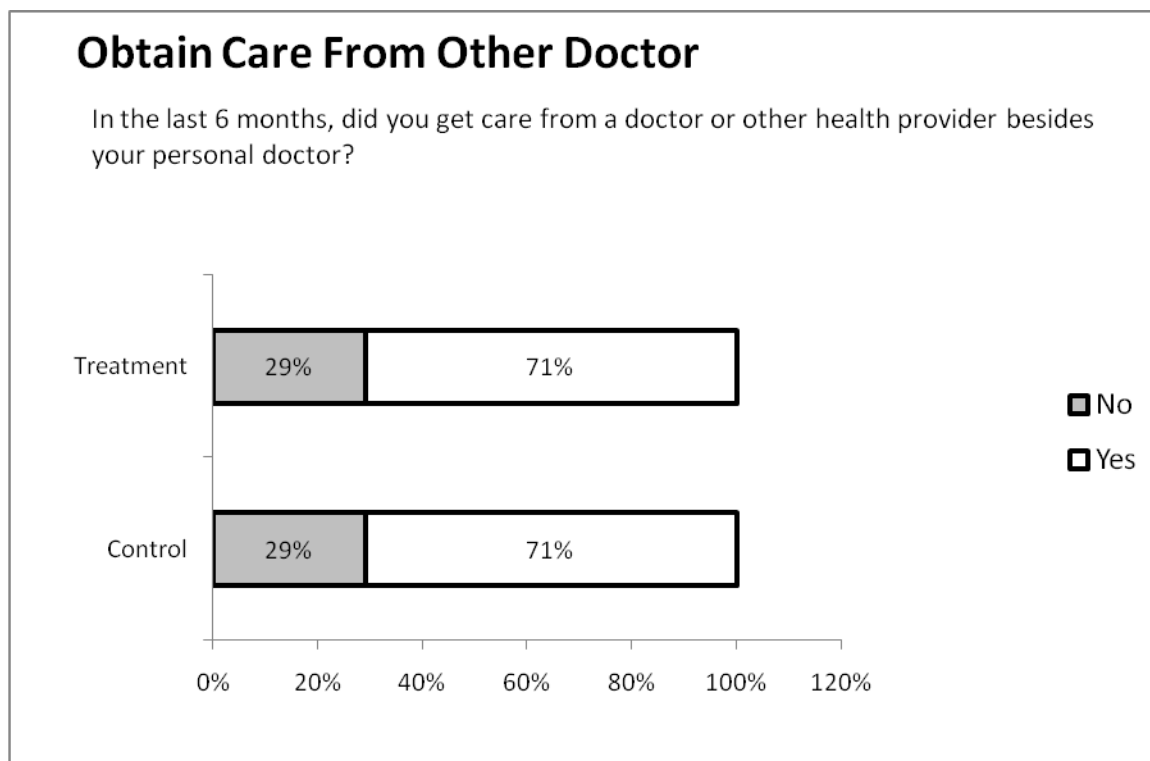
Results are based on 509 responses from the treatment group and 566 responses from the control group to this question. When weighted these responses represent 1,443 and 1,448 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 5**



Results are based on 508 responses from the treatment group and 555 responses from the control group to this question. When weighted these responses represent 1,437 and 1,420 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Utilization: Question 15**



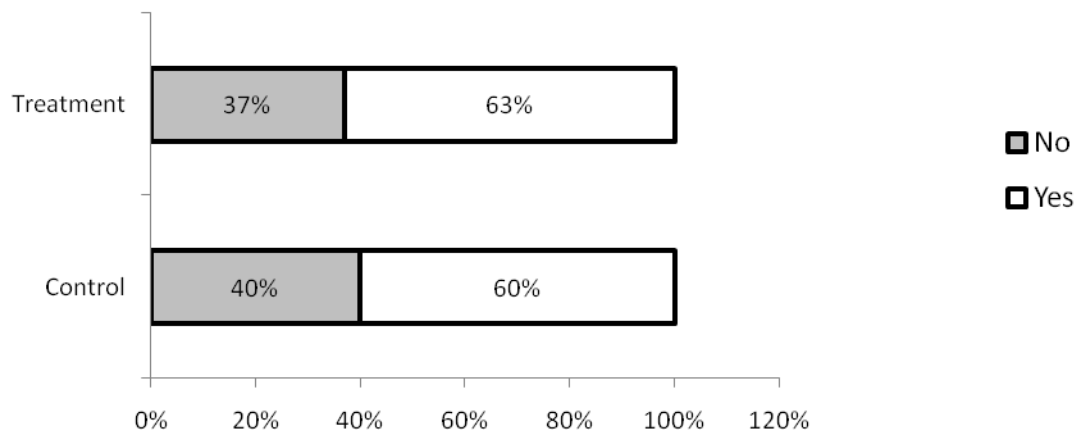
Results are based on 431 responses from the treatment group and 467 responses from the control group to this question. When weighted these responses represent 1,222 and 1,195 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Flu Shot: Question 55 modified**

Had Flu Shot

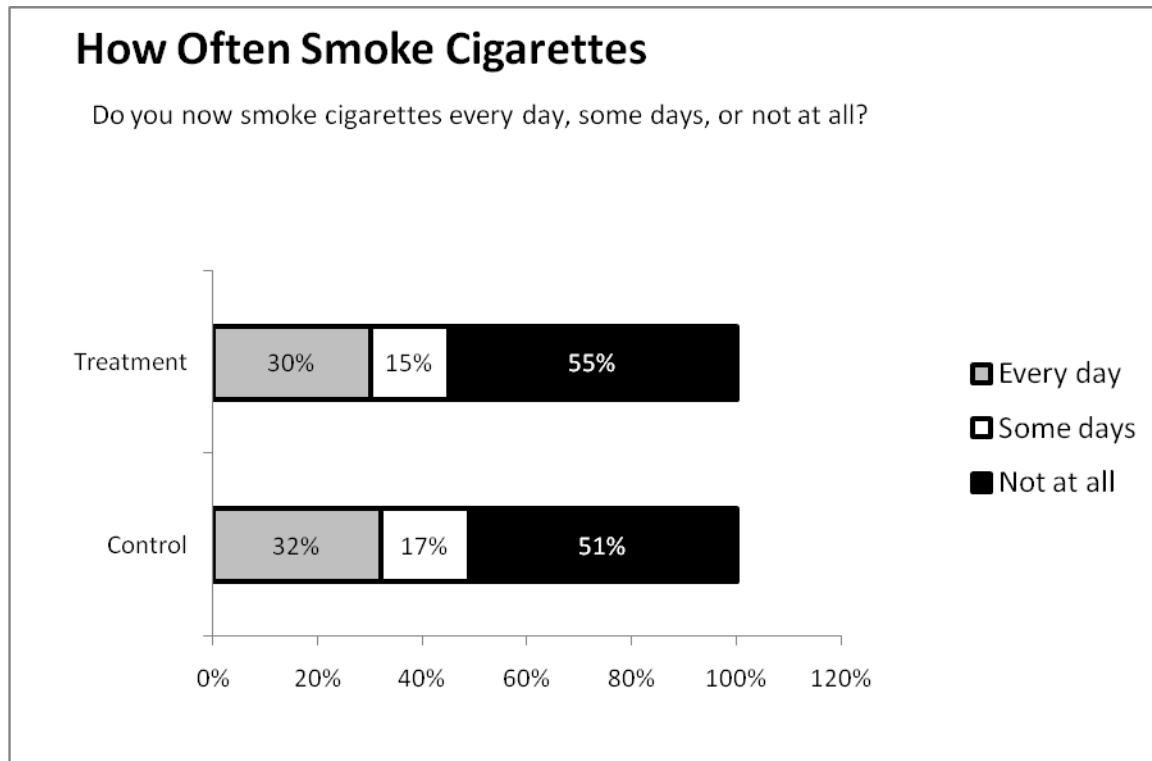
Have you had a flu shot since September 1, 2007?

The "don't know" response did not exceed 5% of the total responses and was ignored for statistical analysis and barcharts.



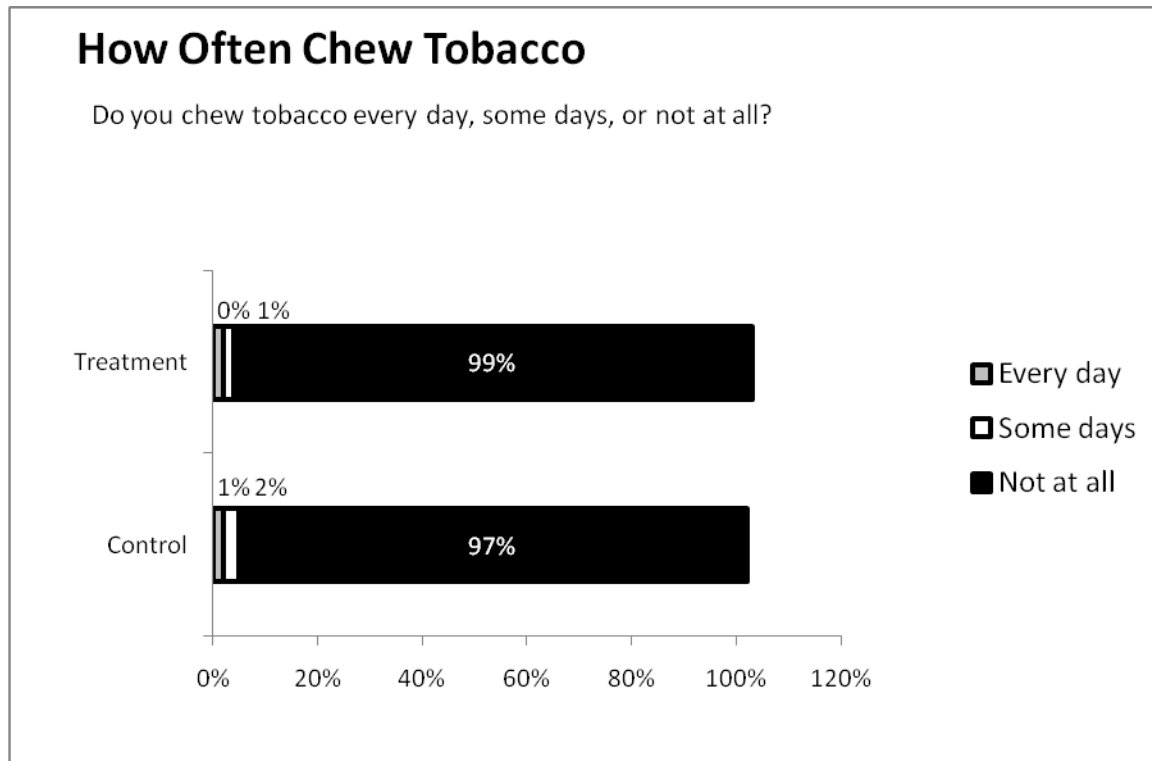
Results are based on 485 responses from the treatment group and 531 responses from the control group to this question. When weighted these responses represent 1,373 and 1,359 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 56**



Results are based on 491 responses from the treatment group and 546 responses from the control group to this question. When weighted these responses represent 1,394 and 1,397 individuals in the treatment and control groups respectively.

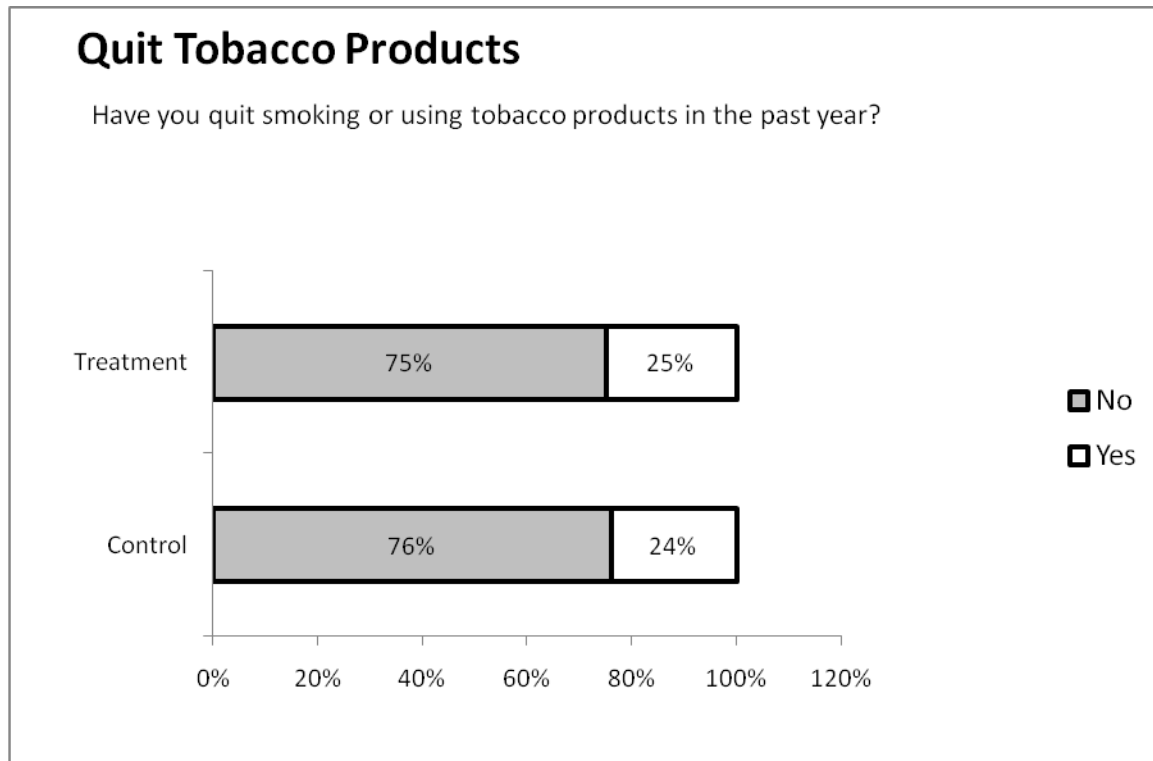
**King County Care Partners
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 57**



Note: Only current smokers were instructed to answer this question.

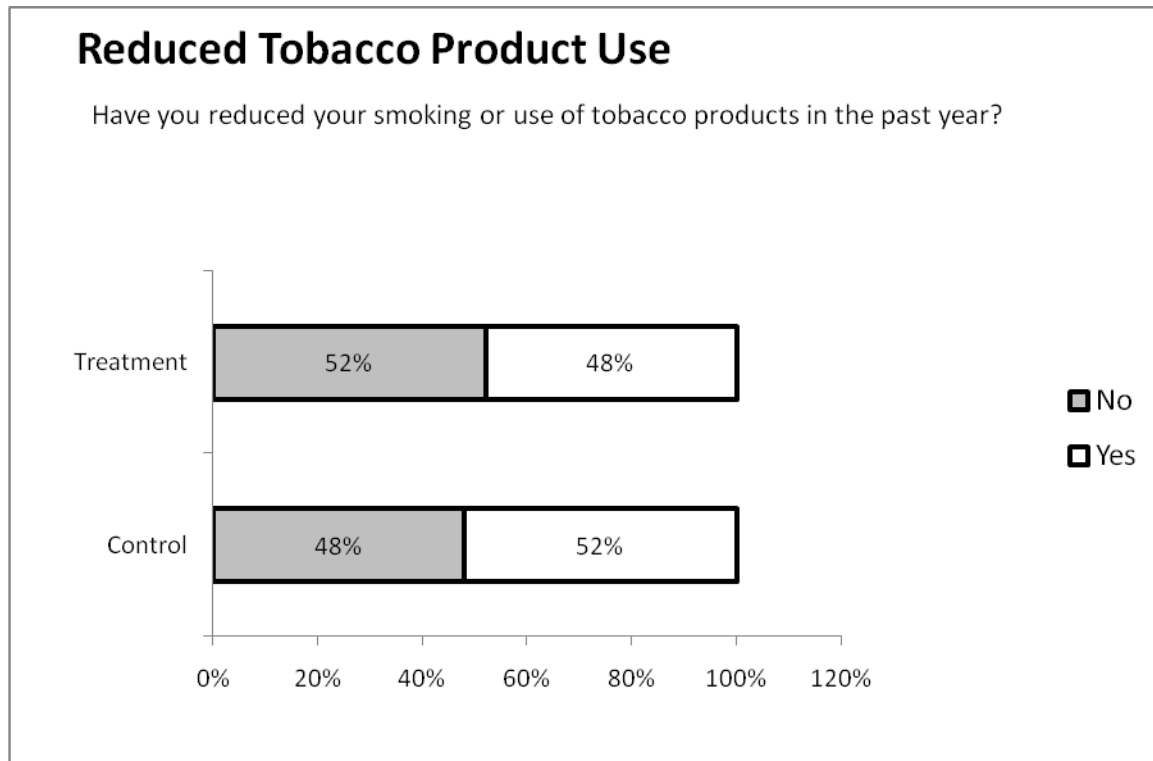
Results are based on 222 responses from the treatment group and 264 responses from the control group to this question. When weighted these responses represent 628 and 676 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 58**



Results are based on 470 responses from the treatment group and 519 responses from the control group to this question. When weighted these responses represent 1,332 and 1,328 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Healthcare Effectiveness Data and Information Set
Tobacco Use: Question 59**

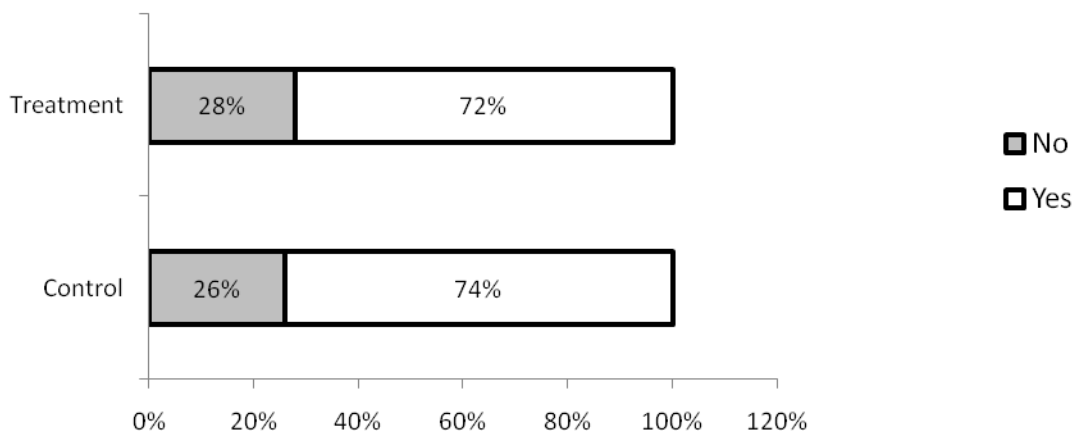


Results are based on 450 responses from the treatment group and 494 responses from the control group to this question. When weighted these responses represent 1,276 and 1,264 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Chronic Conditions: Question 46**

Seen Doctor Three or More Times

In the past 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

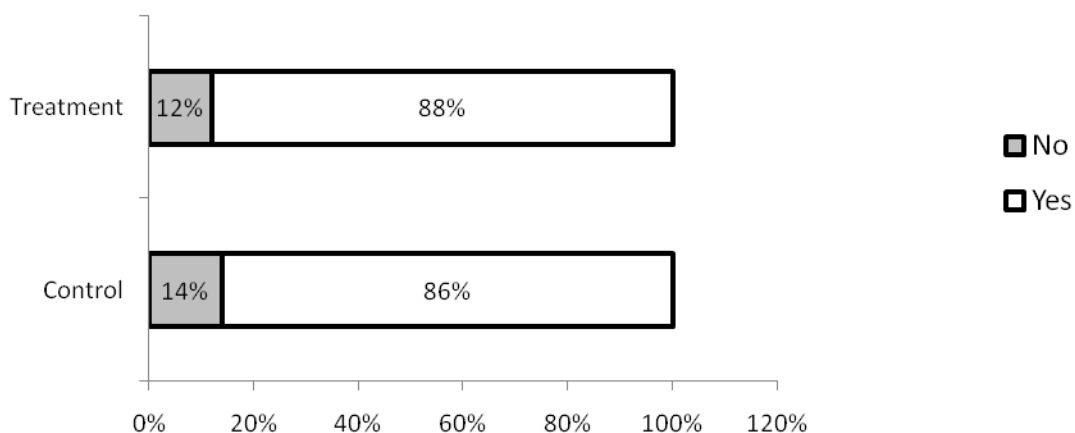


Results are based on 496 responses from the treatment group and 543 responses from the control group to this question. When weighted these responses represent 1,406 and 1,390 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Chronic Conditions: Question 47**

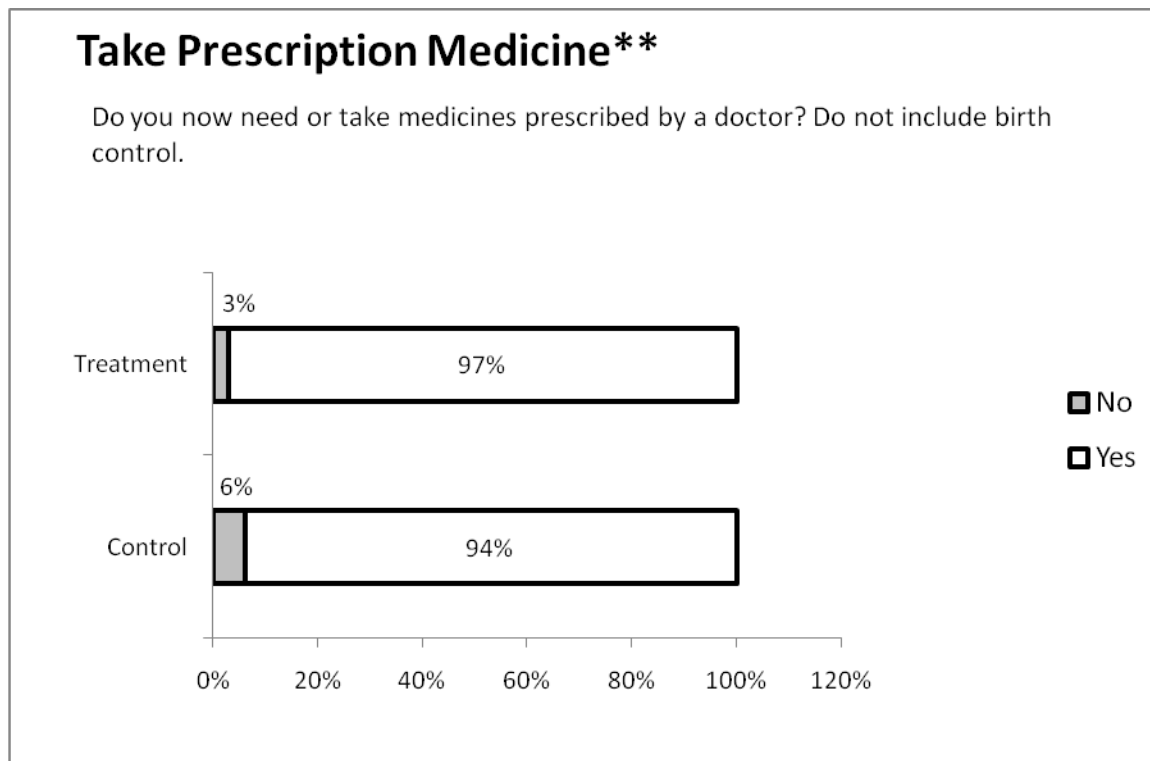
Condition Lasted Three or More Months

Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.



Results are based on 346 responses from the treatment group and 382 responses from the control group to this question. When weighted these responses represent 978 and 977 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Screener Chronic Conditions: Question 48**

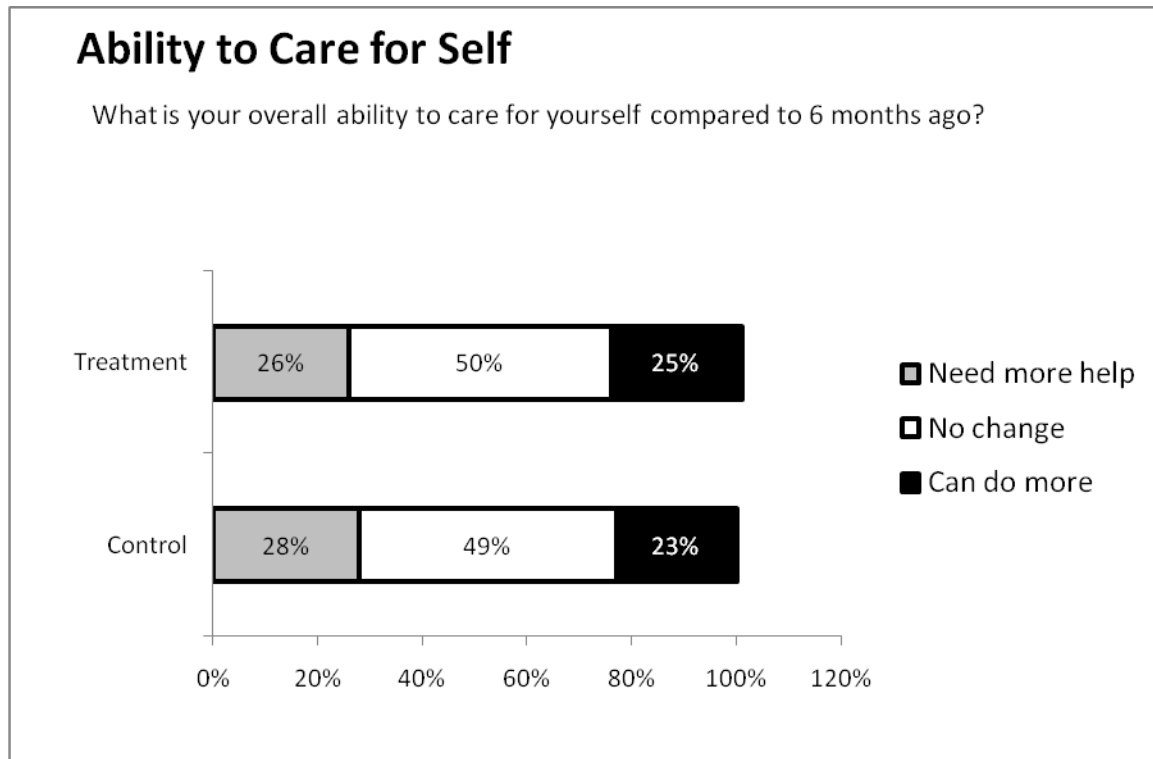


*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 491 responses from the treatment group and 549 responses from the control group to this question. When weighted these responses represent 1,391 and 1,405 individuals in the treatment and control groups respectively.

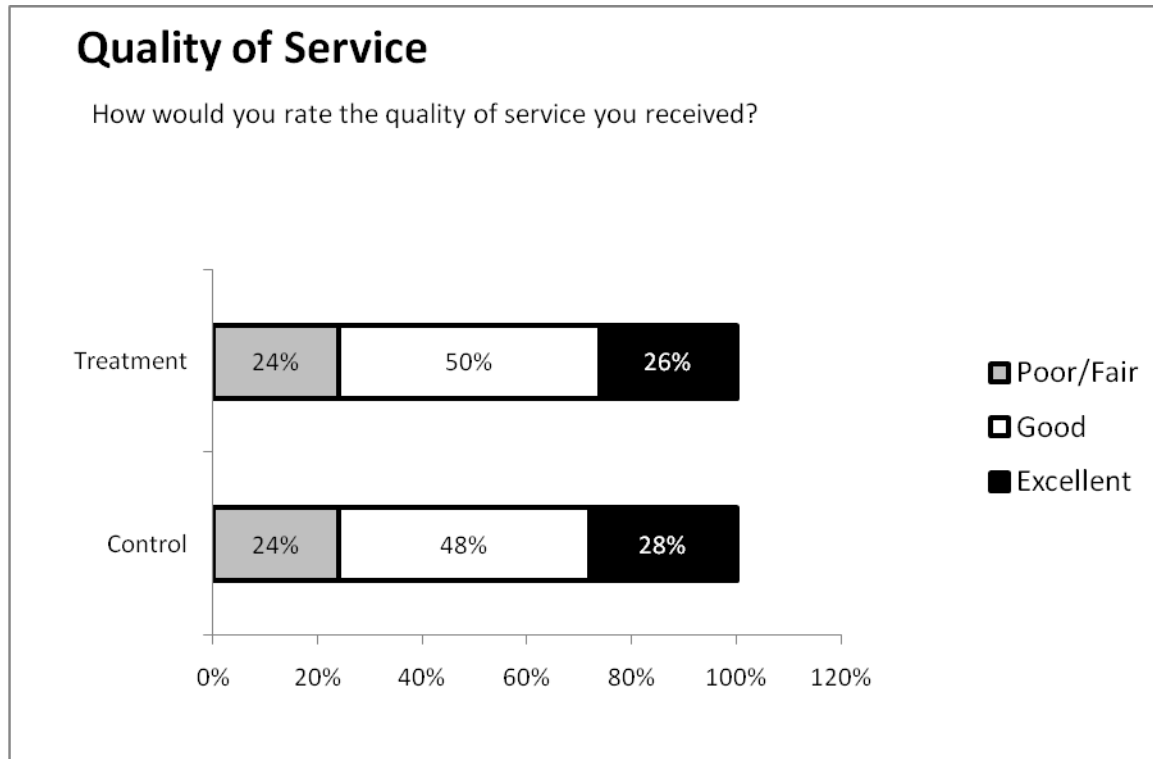
**King County Care Partners
Chronic Care Management Project
Department of Social and Health Services**

About You: Question 49



Results are based on 495 responses from the treatment group and 546 responses from the control group to this question. When weighted these responses represent 1,403 and 1,397 individuals in the treatment and control groups respectively.

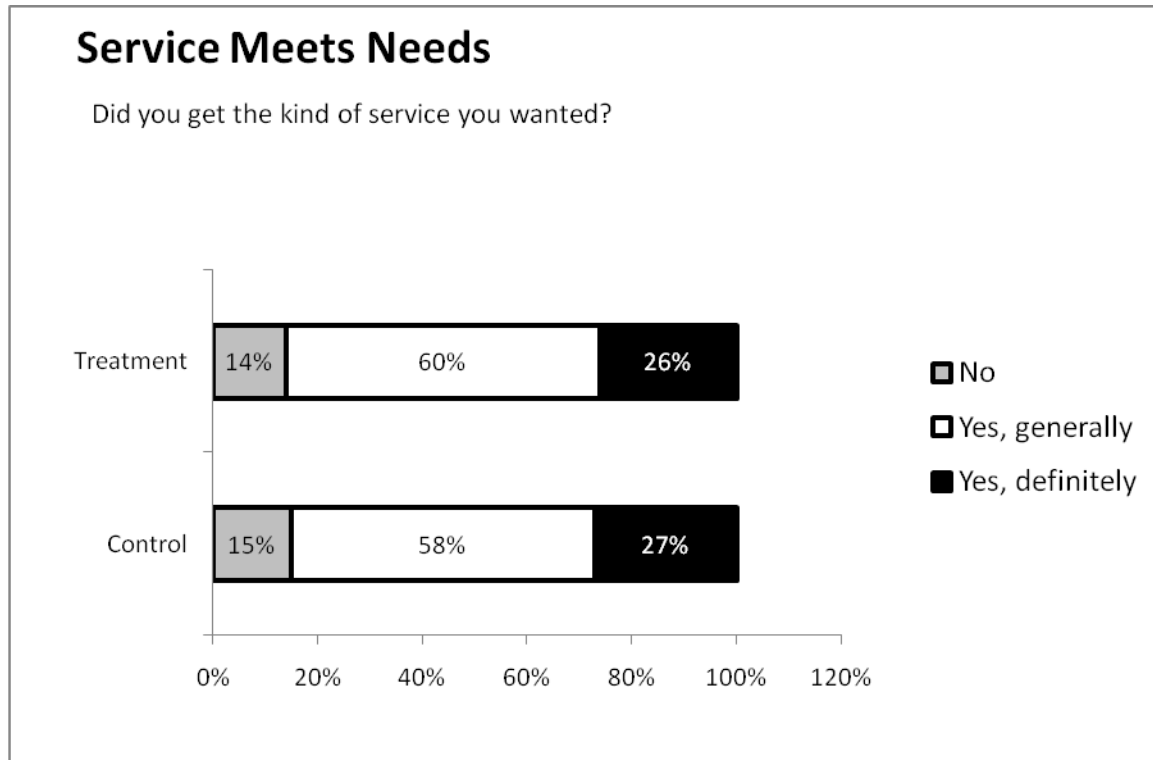
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 1**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 430 responses from the treatment group and 477 responses from the control group to this question. When weighted these responses represent 1,225 and 1,221 individuals in the treatment and control groups respectively.

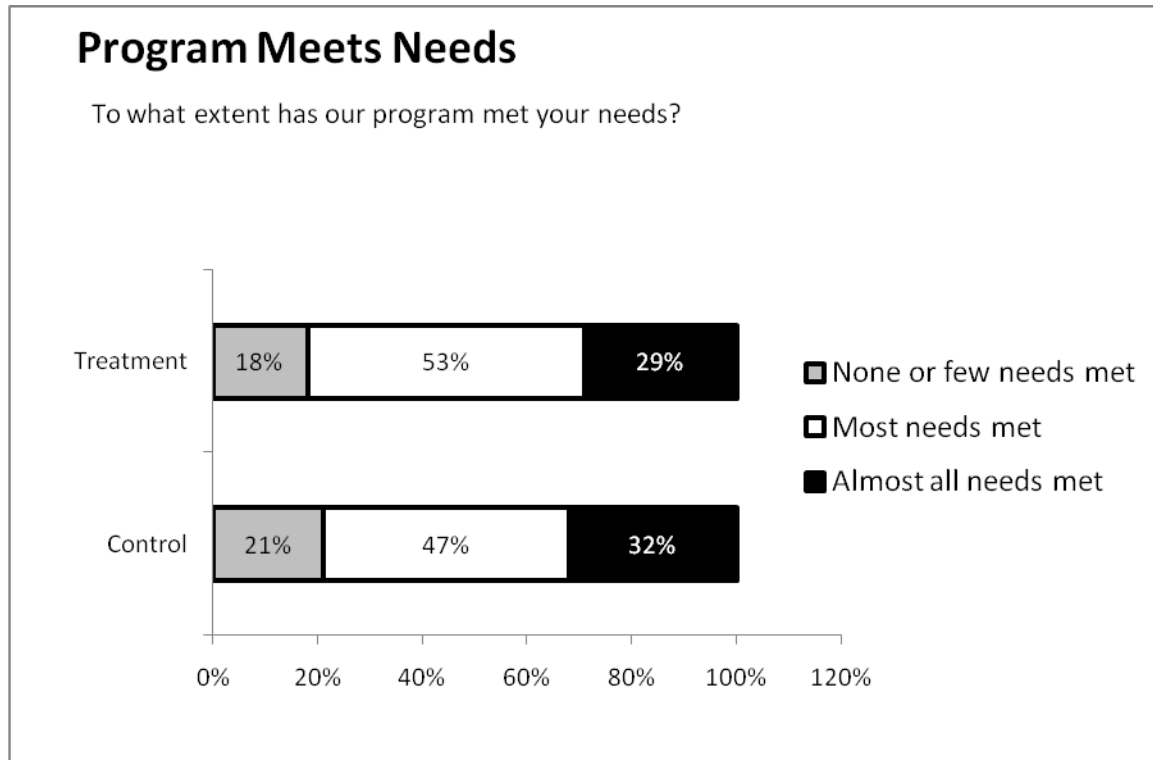
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 2**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 431 responses from the treatment group and 474 responses from the control group to this question. When weighted these responses represent 1,213 and 1,226 individuals in the treatment and control groups respectively.

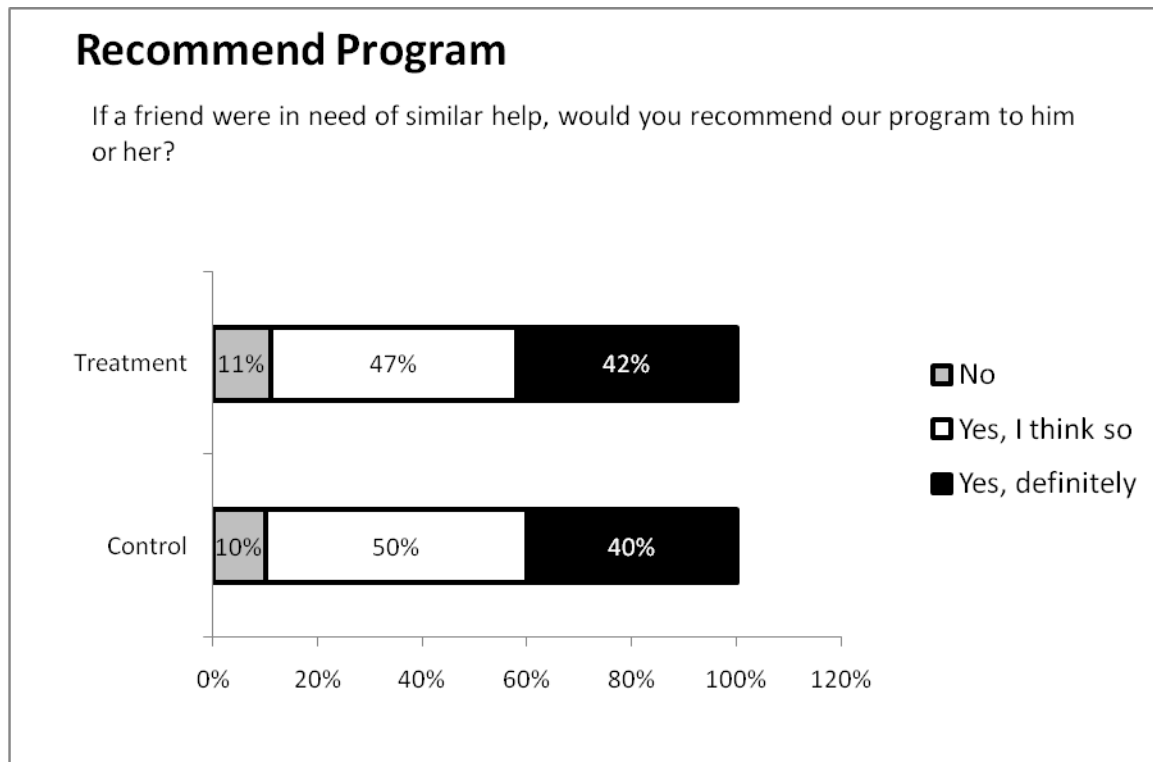
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 3**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 433 responses from the treatment group and 474 responses from the control group to this question. When weighted these responses represent 1,232 and 1,213 individuals in the treatment and control groups respectively.

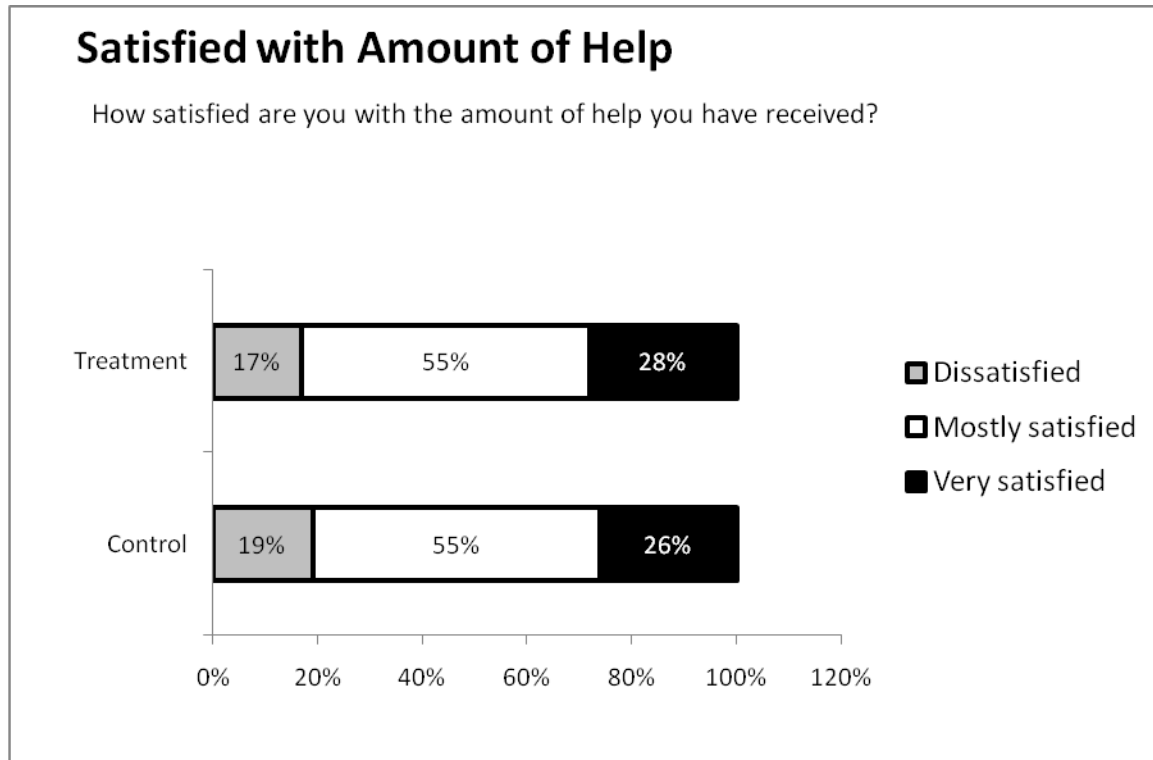
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 4**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 436 responses from the treatment group and 466 responses from the control group to this question. When weighted these responses represent 1,240 and 1,193 individuals in the treatment and control groups respectively.

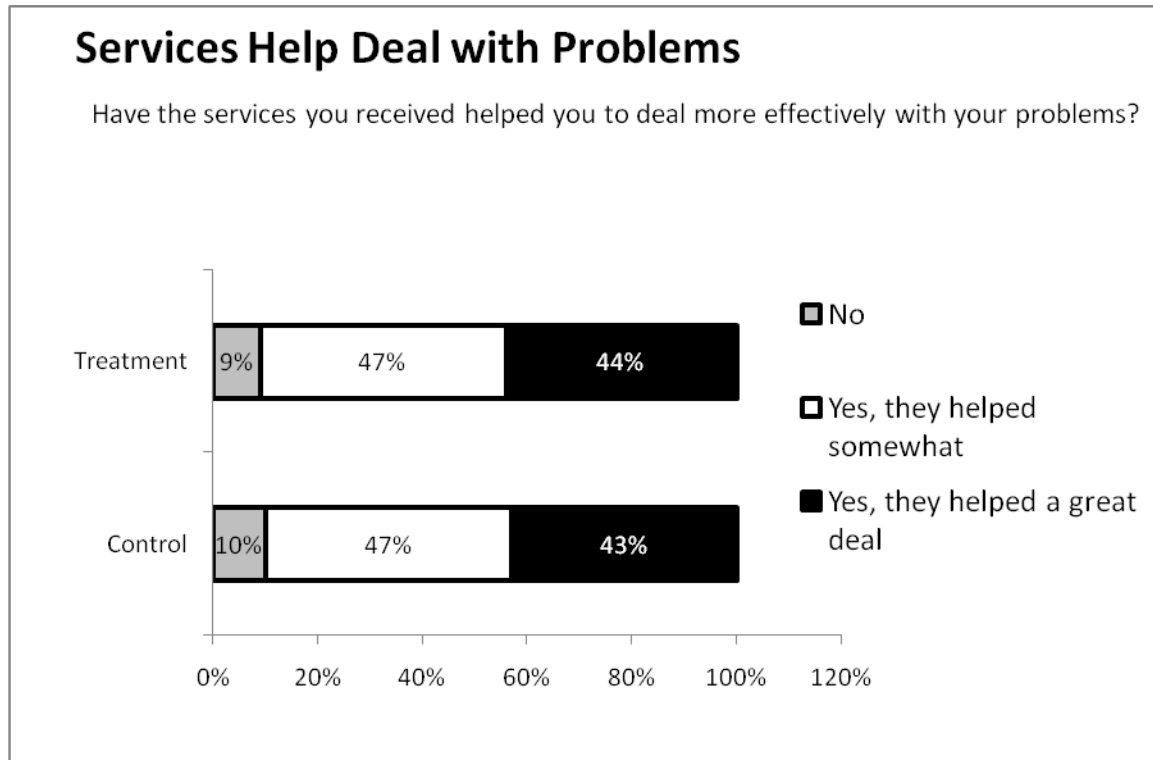
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 5**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 434 responses from the treatment group and 478 responses from the control group to this question. When weighted these responses represent 1,235 and 1,223 individuals in the treatment and control groups respectively.

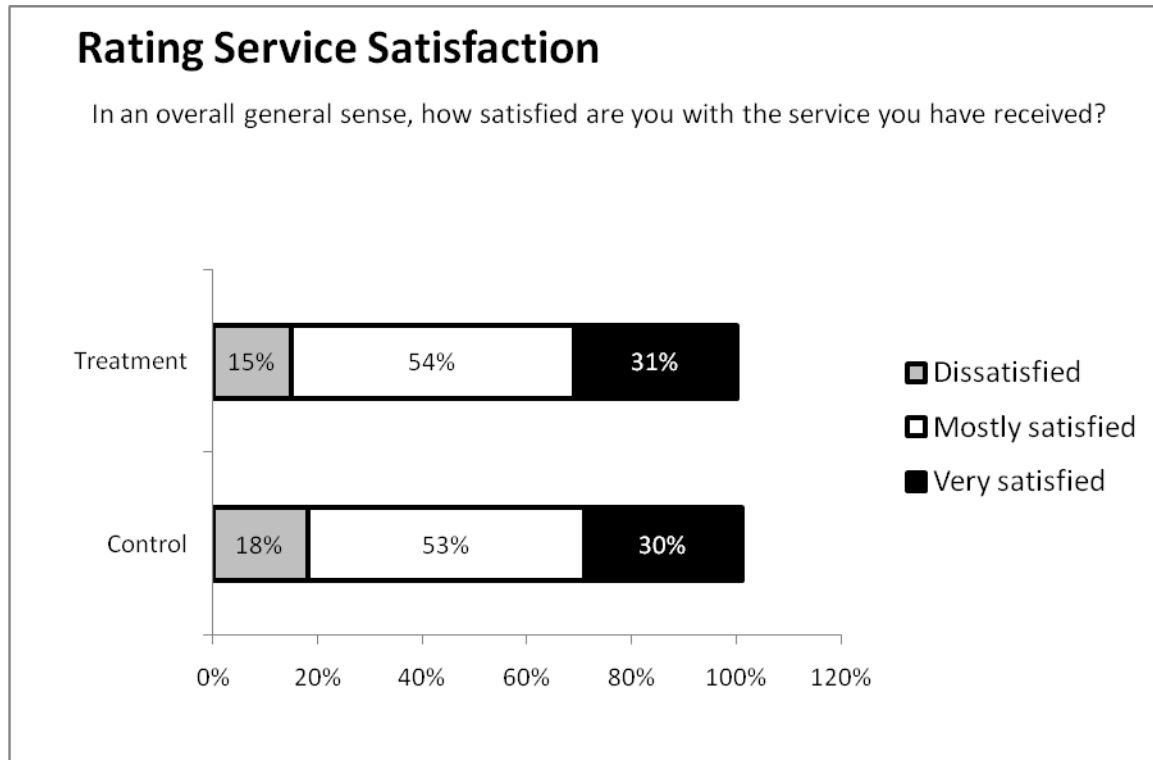
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 6**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 433 responses from the treatment group and 472 responses from the control group to this question. When weighted these responses represent 1,233 and 1,208 individuals in the treatment and control groups respectively.

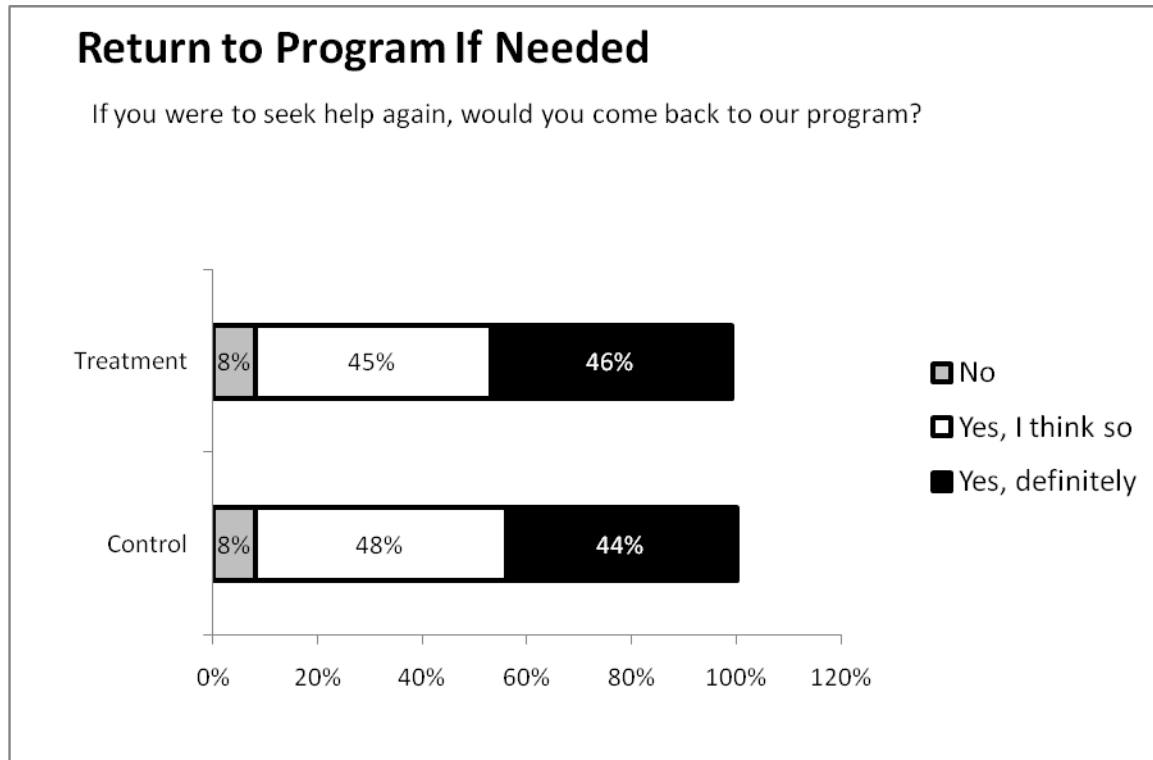
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 7**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

Results are based on 436 responses from the treatment group and 476 responses from the control group to this question. When weighted these responses represent 1,241 and 1,218 individuals in the treatment and control groups respectively.

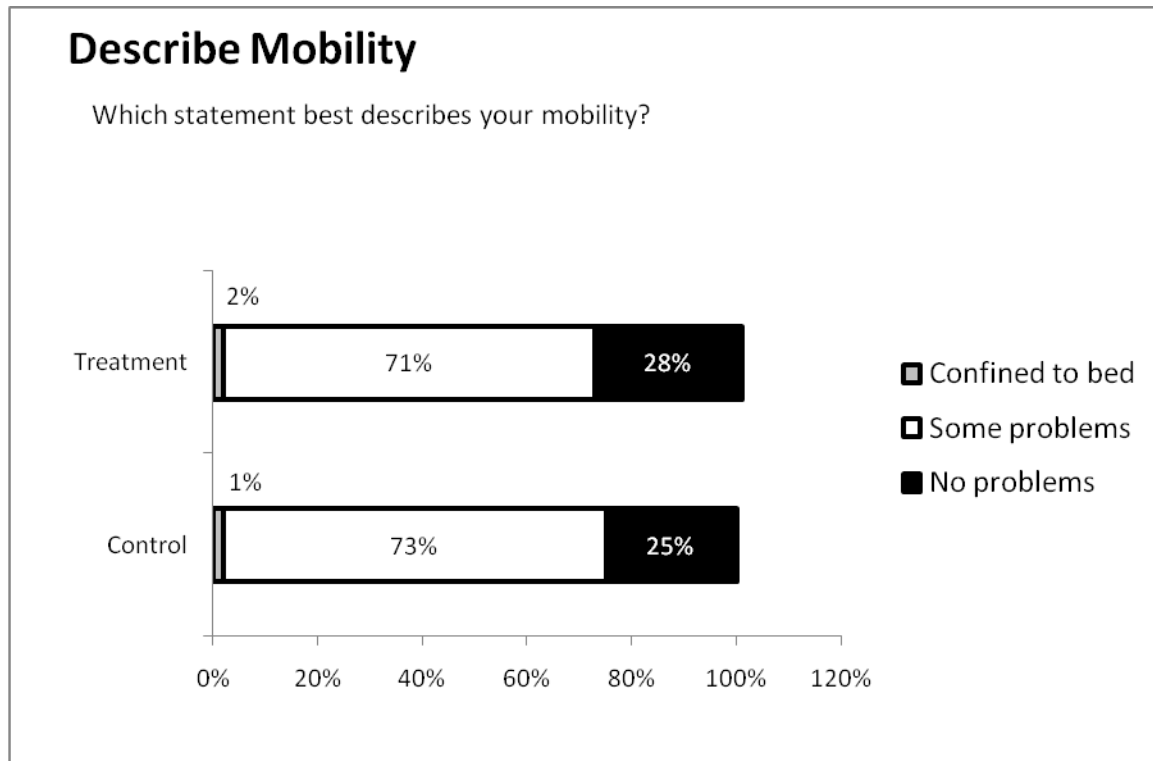
**King County Care Partners
Chronic Care Management Project
Client Satisfaction Questionnaire: Question 8**



Clients with a Nurse Care Manager were instructed to answer questions from the Client Satisfaction Questionnaire © (CSQ-8) one page insert while thinking about their Nurse Care Manager. Those without a Nurse Care Manager were instructed to respond while thinking about the program they were in. Because respondents from the treatment and control groups were evaluating different components of their health care services, no statistical comparisons were made. Results are reported for descriptive purposes only.

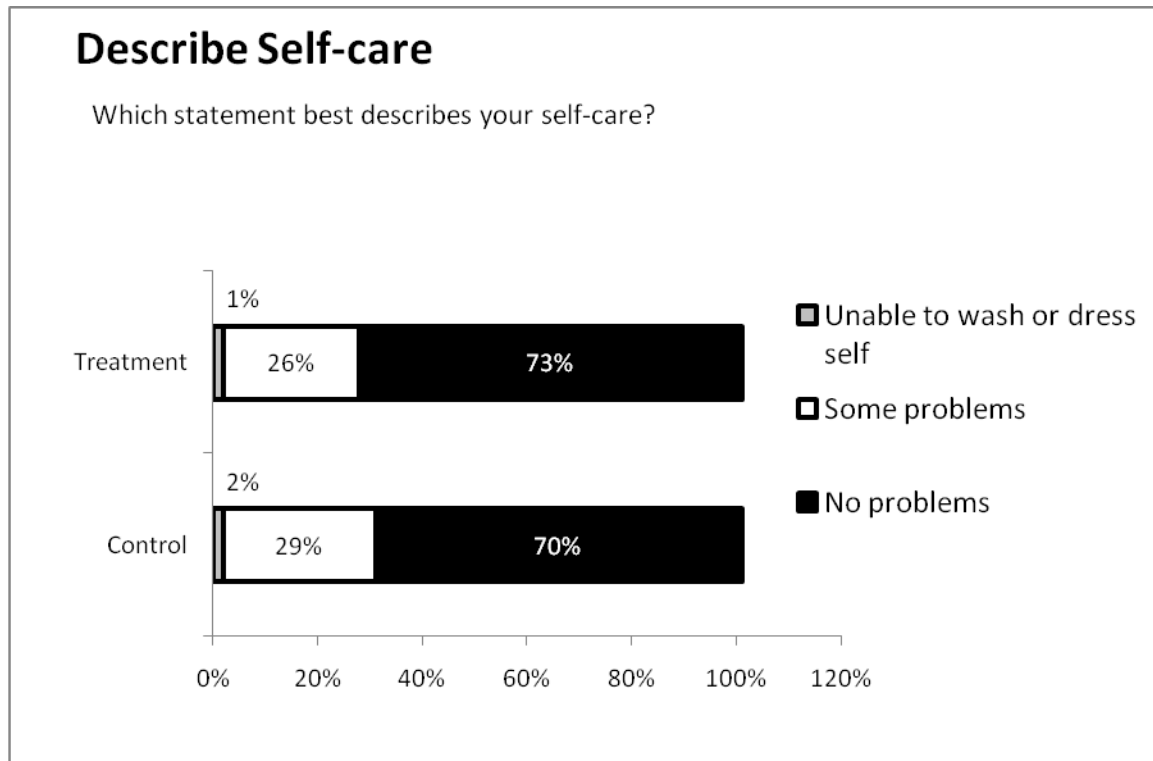
Results are based on 434 responses from the treatment group and 475 responses from the control group to this question. When weighted these responses represent 1,235 and 1,216 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
EQ-5D
Health Status: Question 50**



Results are based on 492 responses from the treatment group and 542 responses from the control group to this question. When weighted these responses represent 1,392 and 1,387 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
EQ-5D
Health Status: Question 51**

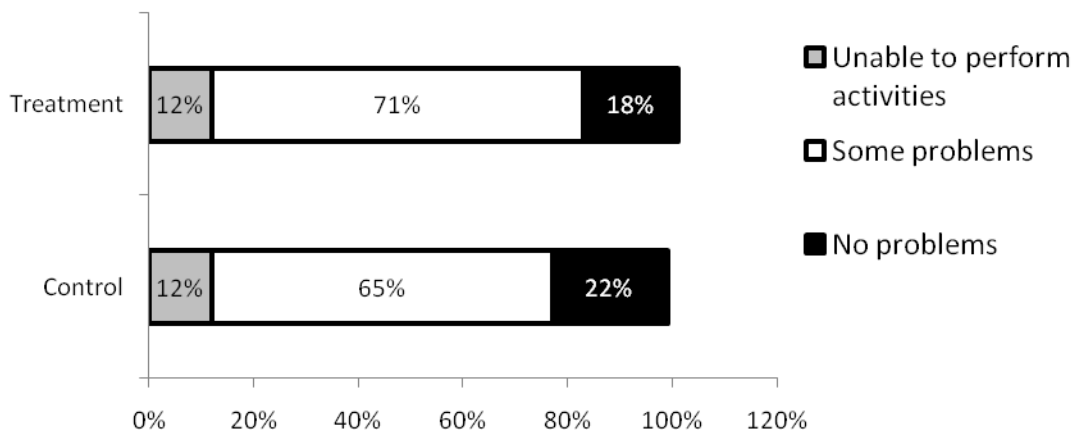


Results are based on 492 responses from the treatment group and 550 responses from the control group to this question. When weighted these responses represent 1,394 and 1,408 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
EQ-5D
Health Status: Question 52**

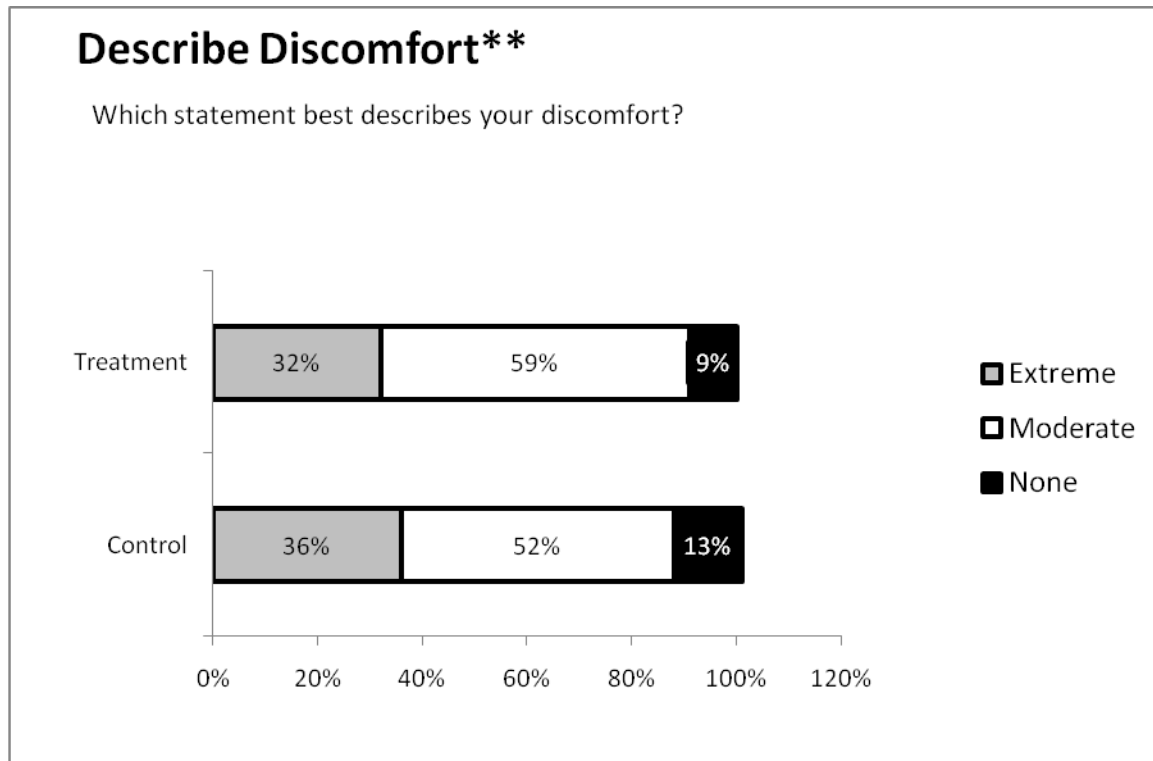
Describe Usual Activities

Which statement best describes your usual activities (e.g., work, study, housework, family, or leisure activities)?



Results are based on 492 responses from the treatment group and 547 responses from the control group to this question. When weighted these responses represent 1,394 and 1,400 individuals in the treatment and control groups respectively.

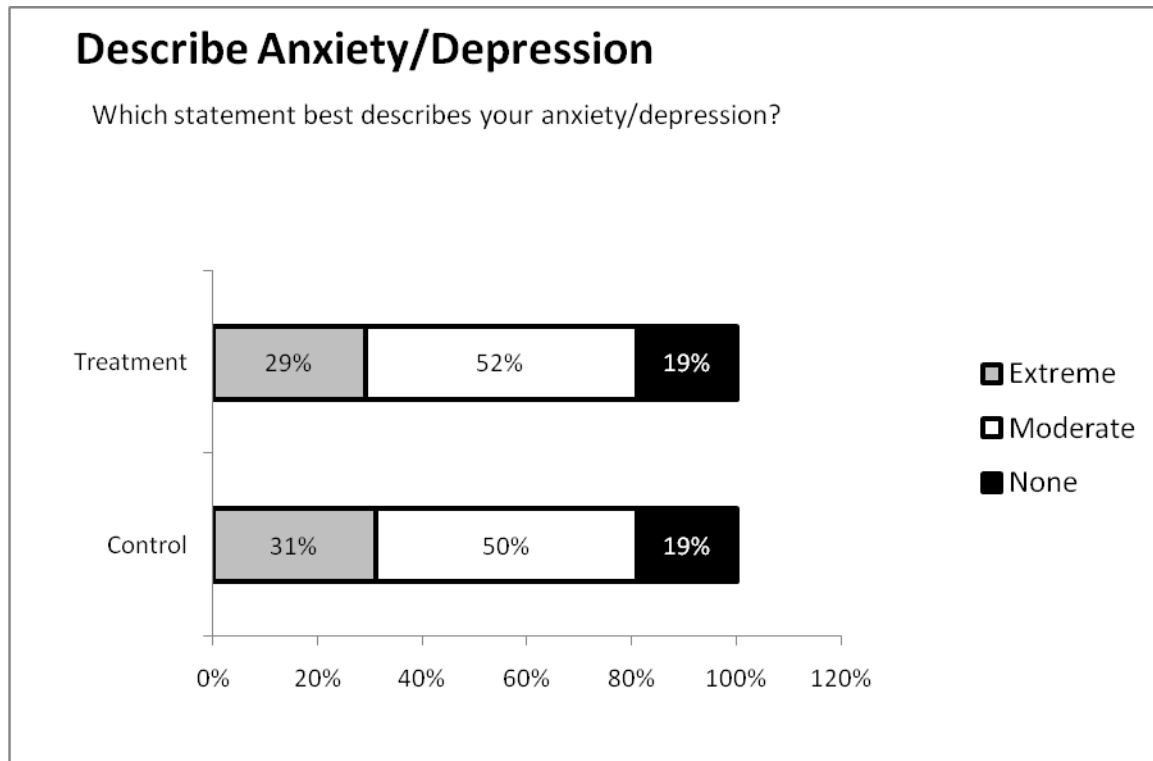
**King County Care Partners
Chronic Care Management Project
EQ-5D
Health Status: Question 53**



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 486 responses from the treatment group and 542 responses from the control group to this question. When weighted these responses represent 1,378 and 1,387 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
EQ-5D
Health Status: Question 54**



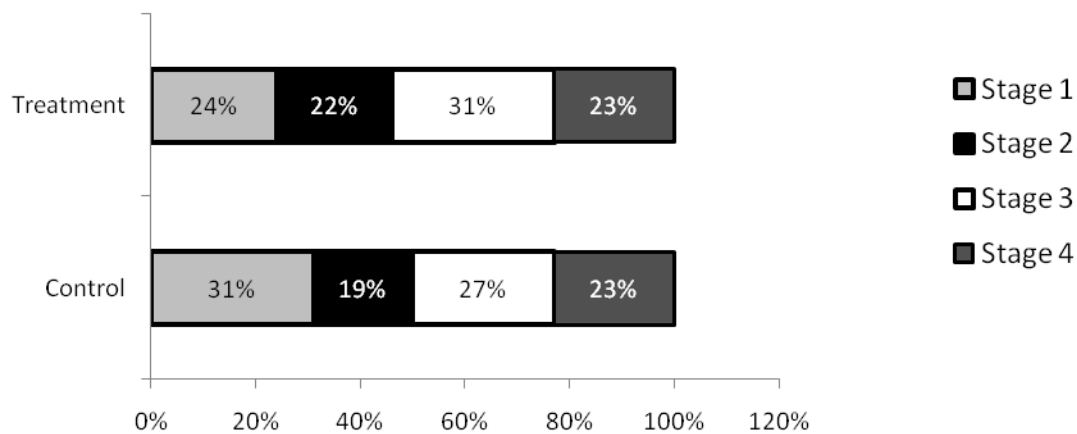
Results are based on 484 responses from the treatment group and 539 responses from the control group to this question. When weighted these responses represent 1,375 and 1,379 individuals in the treatment and control groups respectively.

King County Care Partners Chronic Care Management Project

Patient Activation Measure 13: Composite

PAM-13 Activation Stage*

These charts show the Patient Activation Stages, which are calculated from responses to the questions 32 - 44. Individual question-level responses immediately follow.

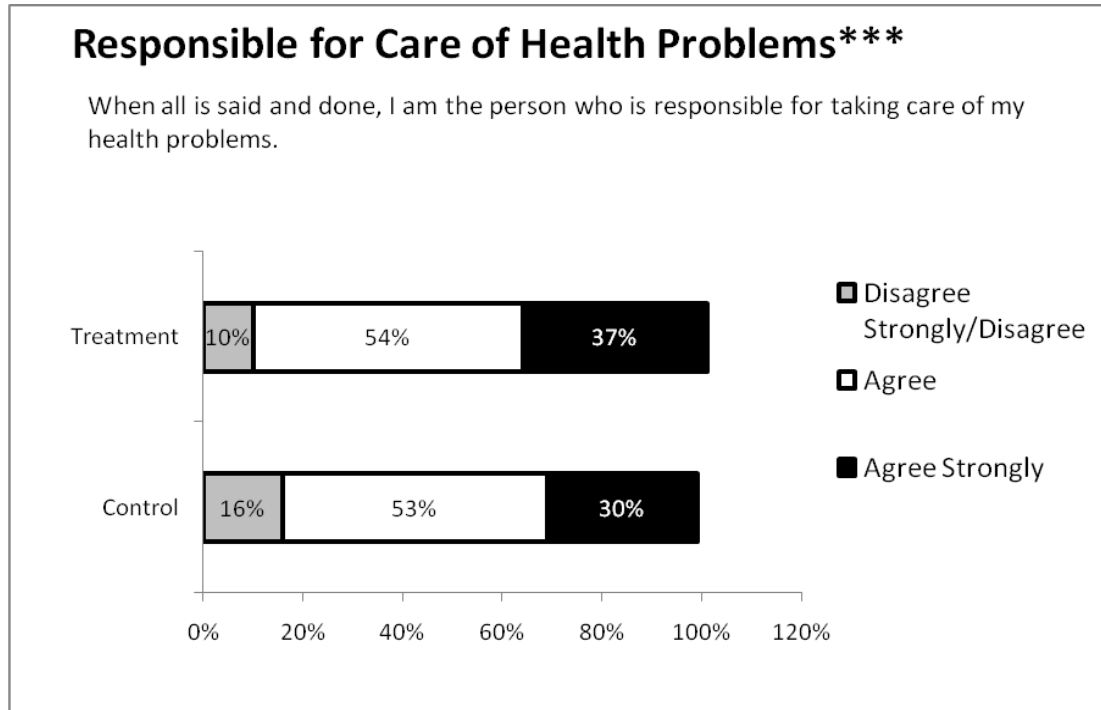


*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

Results are based on 510 responses from the treatment group and 559 responses from the control group to this question. When weighted these responses represent 1,443 and 1,431 individuals in the treatment and control groups respectively.

King County Care Partners Chronic Care Management Project

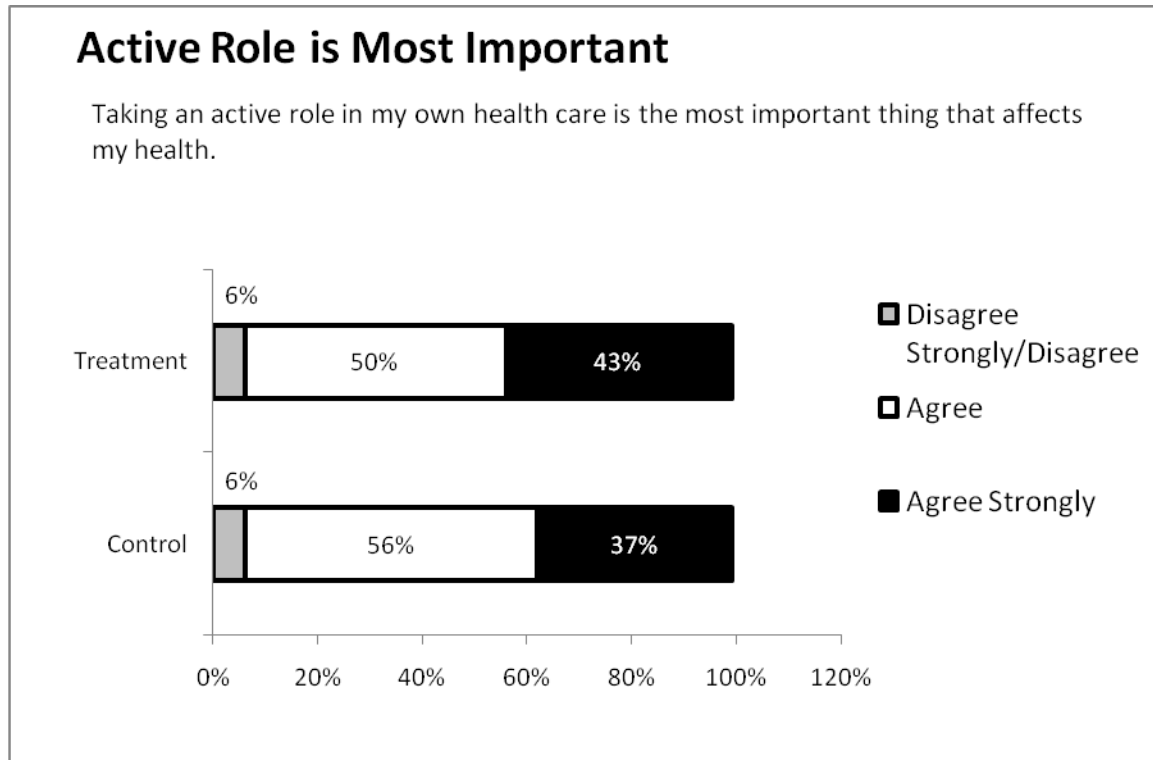
Patient Activation Measure 13: Question 32



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

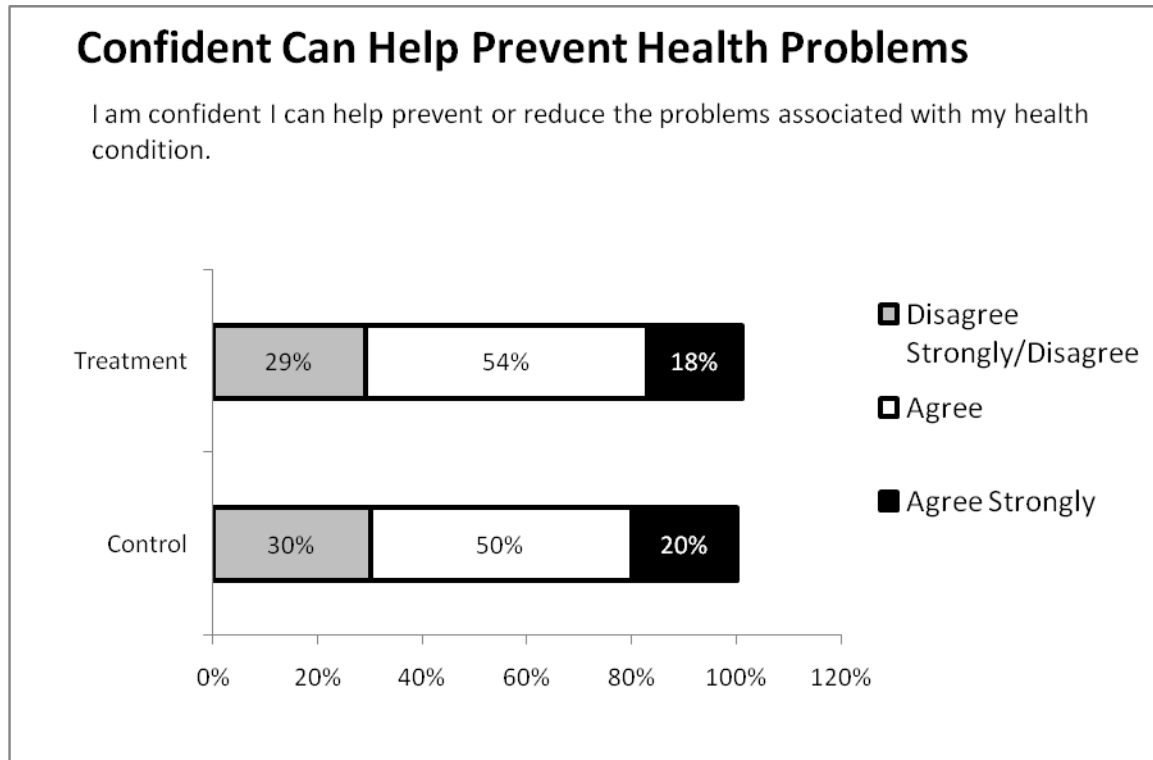
Results are based on 480 responses from the treatment group and 523 responses from the control group to this question. When weighted these responses represent 1,358 and 1,338 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 33**



Results are based on 489 responses from the treatment group and 530 responses from the control group to this question. When weighted these responses represent 1,384 and 1,356 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 34**



Results are based on 481 responses from the treatment group and 512 responses from the control group to this question. When weighted these responses represent 1,362 and 1,310 individuals in the treatment and control groups respectively.

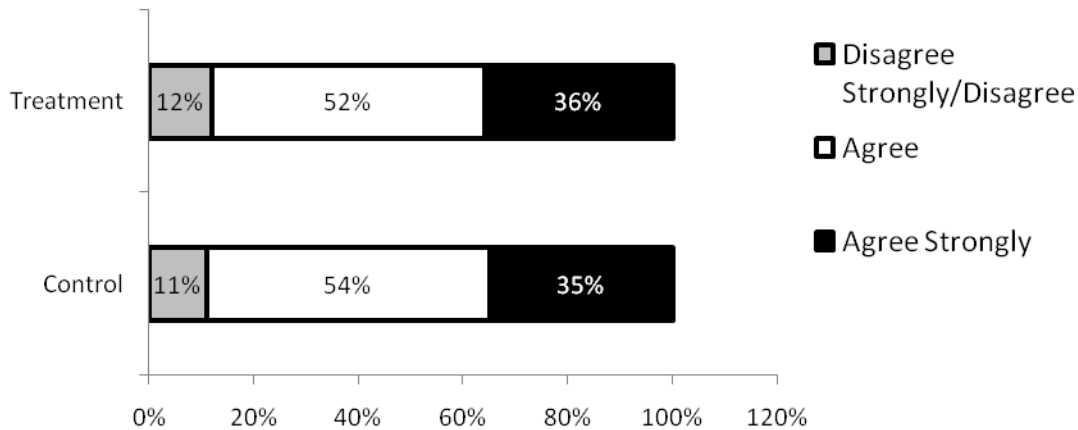
**King County Care Partners
Chronic Care Management Project**

Patient Activation Measure 13: Question 35 modified

Knows What Prescribed Medications Do

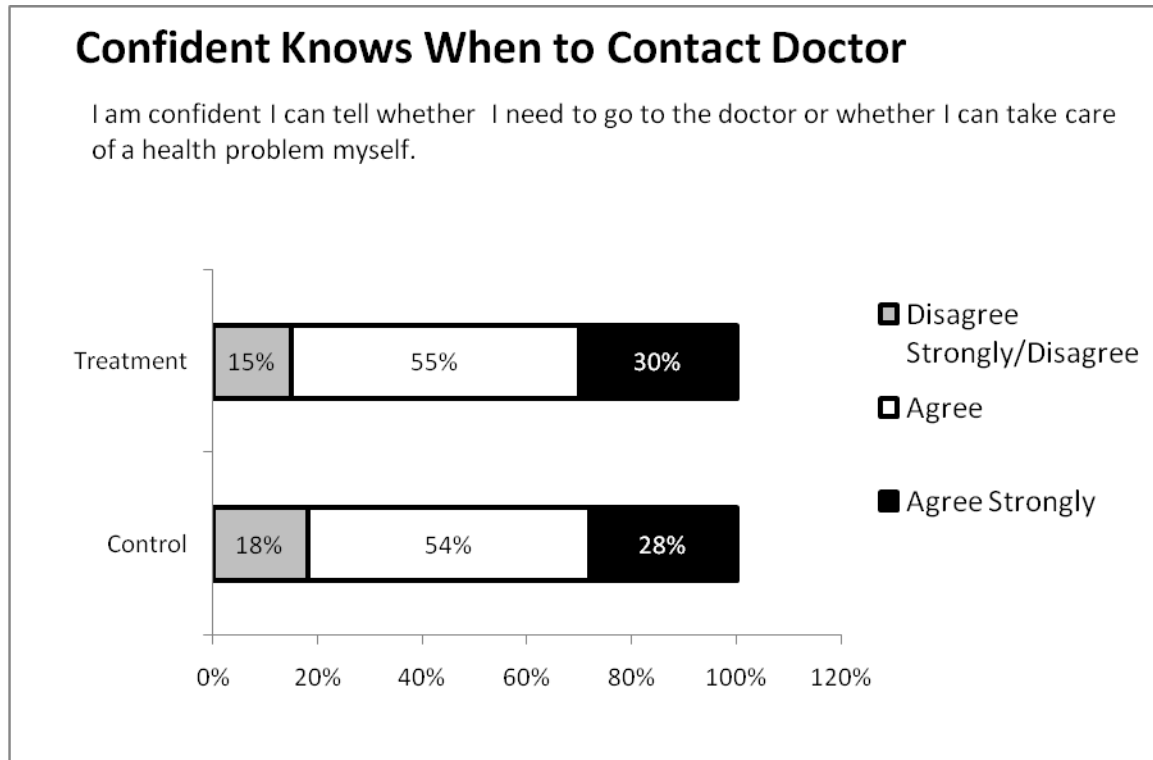
I know what each of my prescribed medications do.

The "N/A" response did not exceed 8% of the total responses and was ignored for statistical analysis and barcharts.



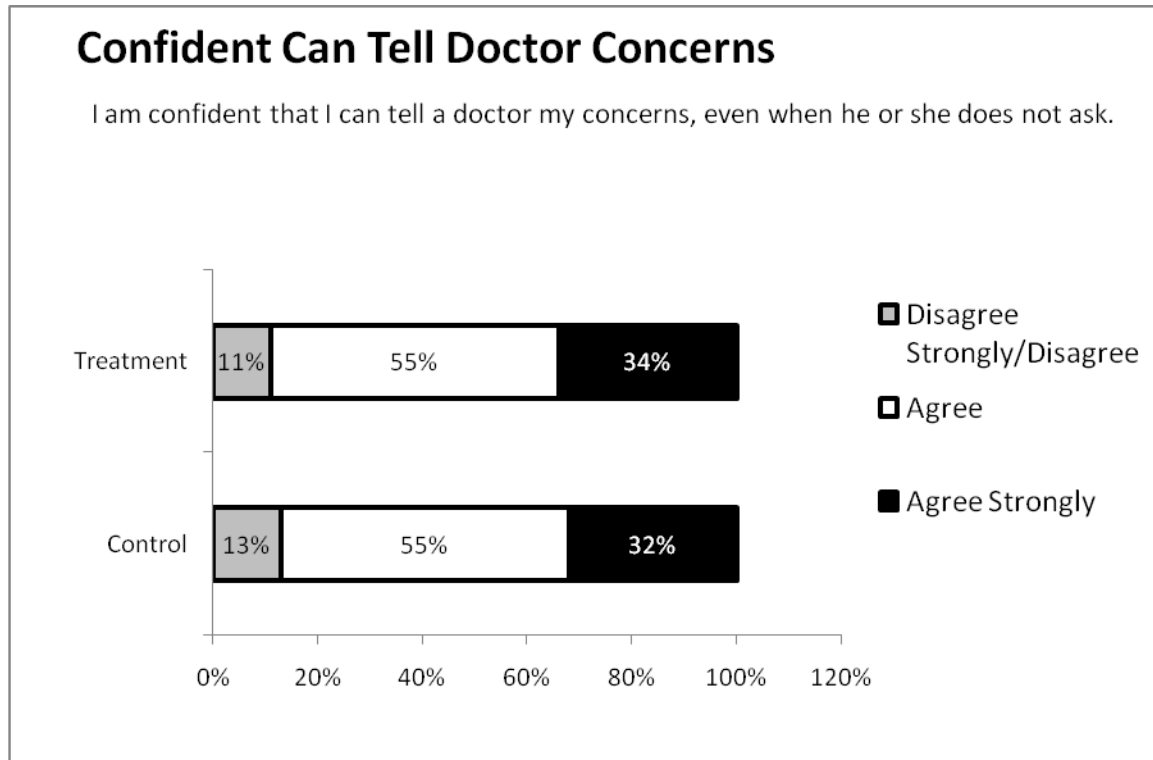
Results are based on 484 responses from the treatment group and 528 responses from the control group to this question. When weighted these responses represent 1,370 and 1,351 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 36**



Results are based on 484 responses from the treatment group and 534 responses from the control group to this question. When weighted these responses represent 1,369 and 1,367 individuals in the treatment and control groups respectively.

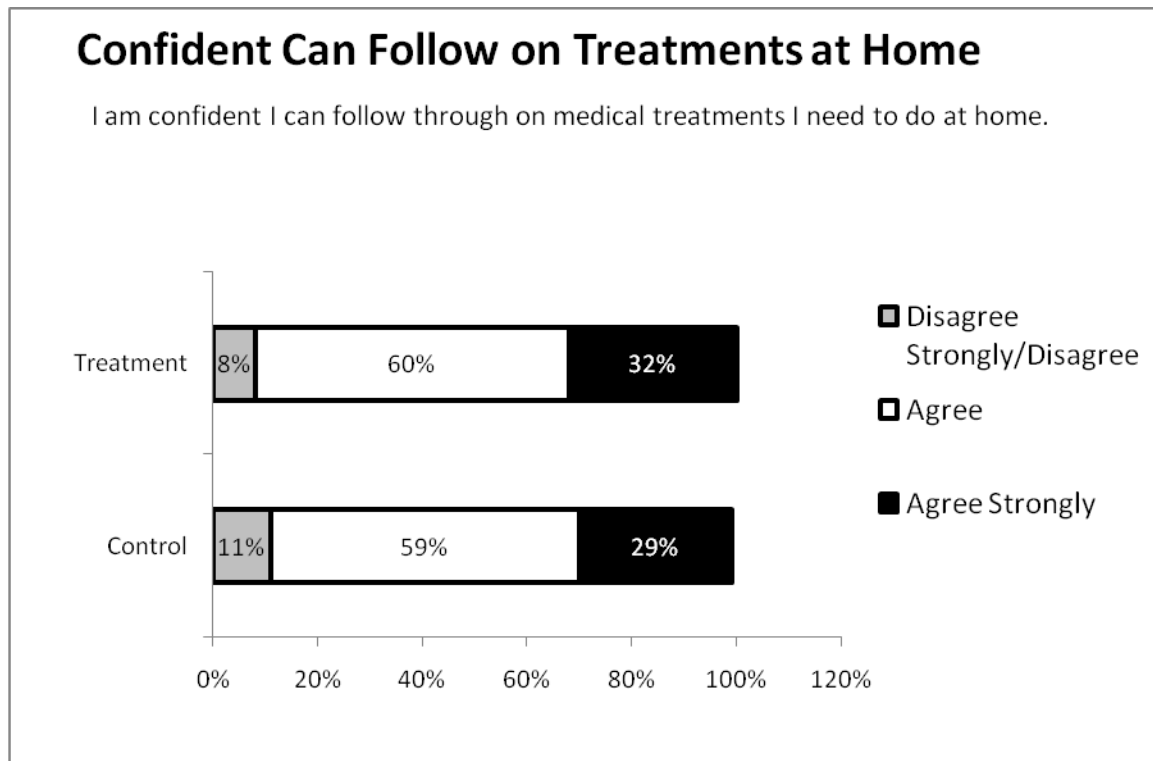
**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 37**



Results are based on 490 responses from the treatment group and 537 responses from the control group to this question. When weighted these responses represent 1,390 and 1,374 individuals in the treatment and control groups respectively.

King County Care Partners Chronic Care Management Project

Patient Activation Measure 13: Question 38



Results are based on 482 responses from the treatment group and 528 responses from the control group to this question. When weighted these responses represent 1,366 and 1,351 individuals in the treatment and control groups respectively.

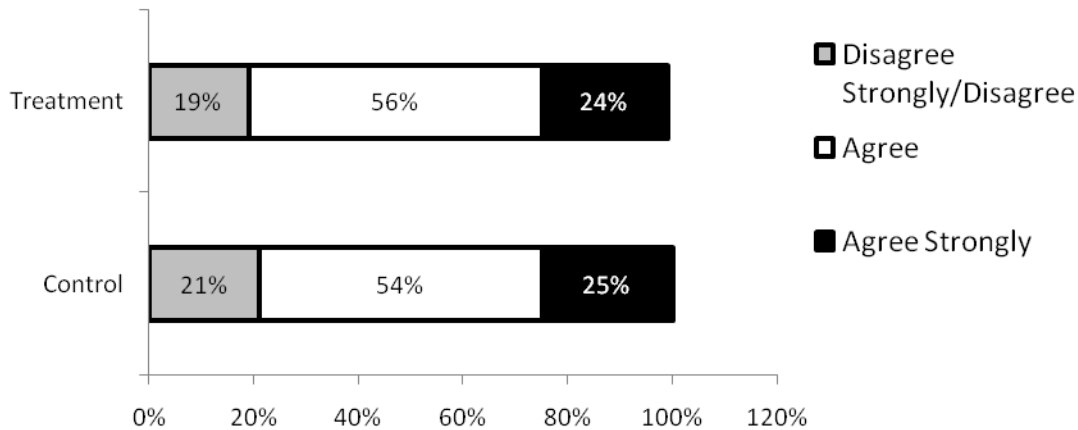
**King County Care Partners
Chronic Care Management Project**

Patient Activation Measure 13: Question 39 modified

Understand My Health Problems

I understand my health problems and what causes them.

The "N/A" response did not exceed 5% of the total responses and was ignored for statistical analysis and bar charts.



Results are based on 480 responses from the treatment group and 520 responses from the control group to this question. When weighted these responses represent 1,359 and 1,331 individuals in the treatment and control groups respectively.

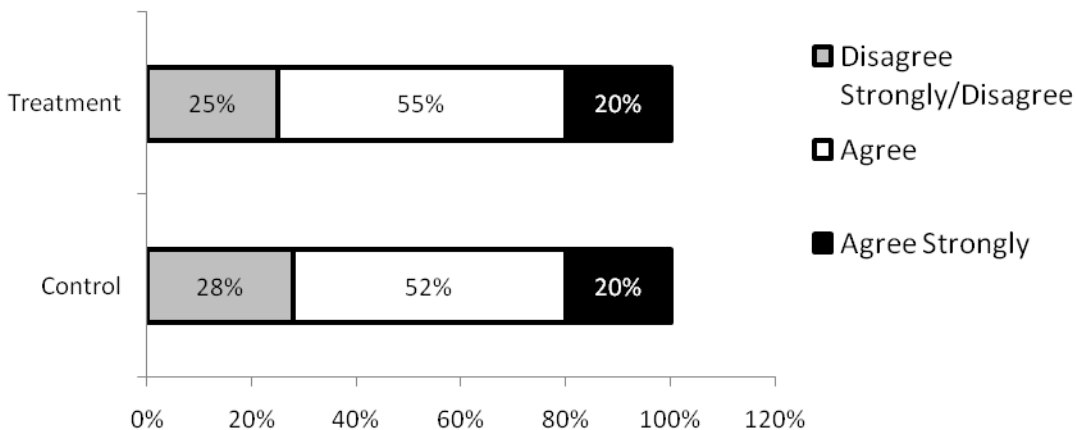
**King County Care Partners
Chronic Care Management Project**

Patient Activation Measure 13: Question 40 modified

Knows Available Treatments

I know what treatments are available for my health problems.

The "N/A" response did not exceed 8% of the total responses and was ignored for statistical analysis and barcharts.



Results are based on 487 responses from the treatment group and 519 responses from the control group to this question. When weighted these responses represent 1,380 and 1,328 individuals in the treatment and control groups respectively.

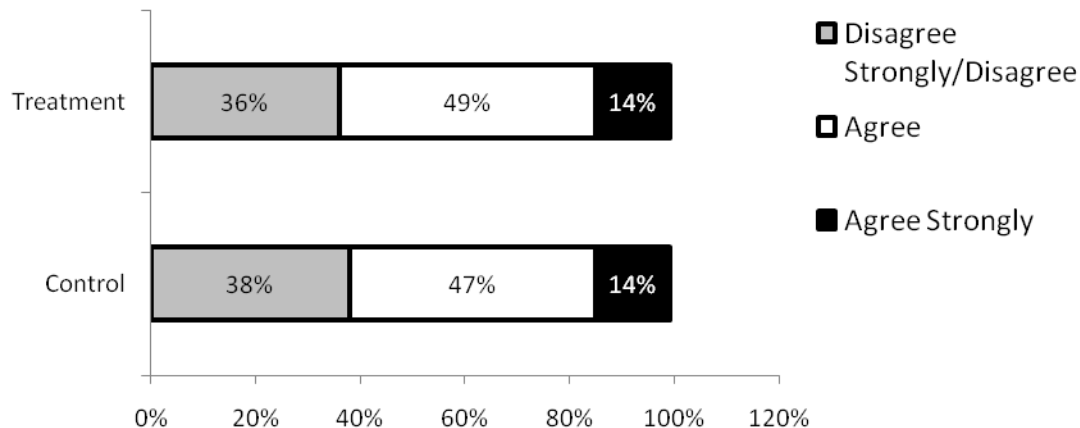
**King County Care Partners
Chronic Care Management Project**

Patient Activation Measure 13: Question 41 modified

Ability to Maintain Lifestyle Changes

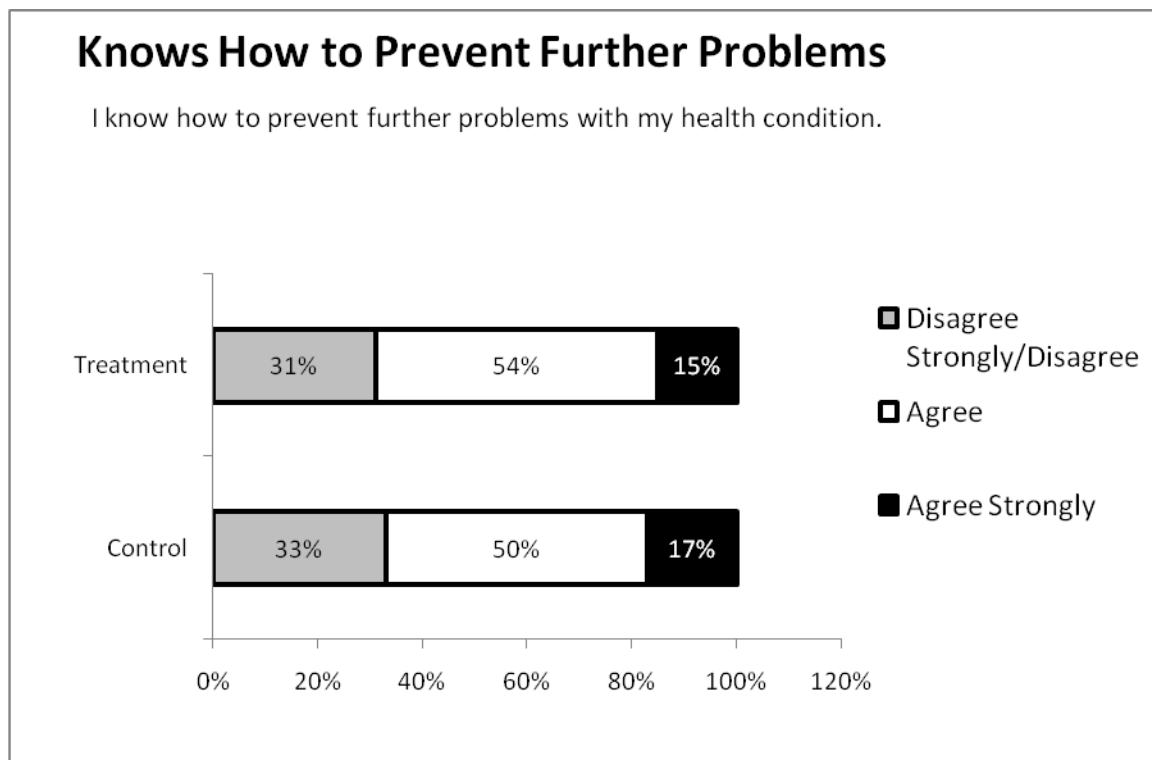
I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.

The "N/A" response did not exceed 9% of the total responses and was ignored for statistical analysis and barcharts.



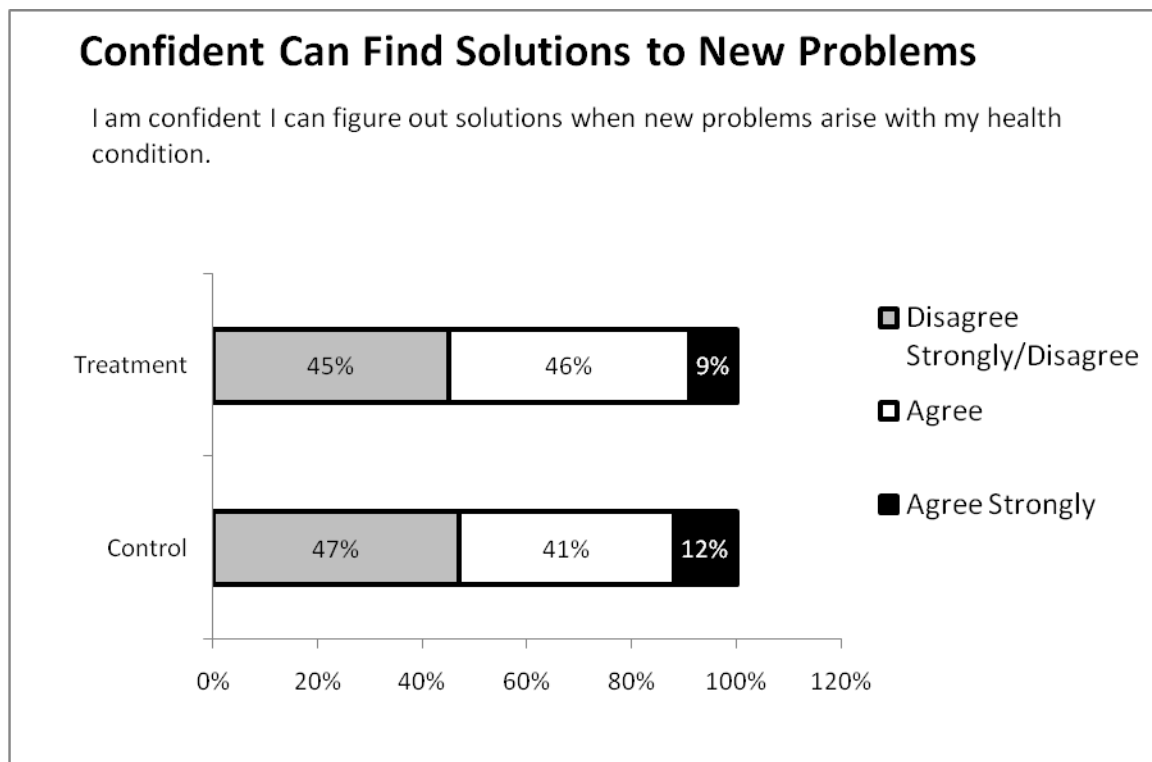
Results are based on 485 responses from the treatment group and 527 responses from the control group to this question. When weighted these responses represent 1,377 and 1,349 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 42**



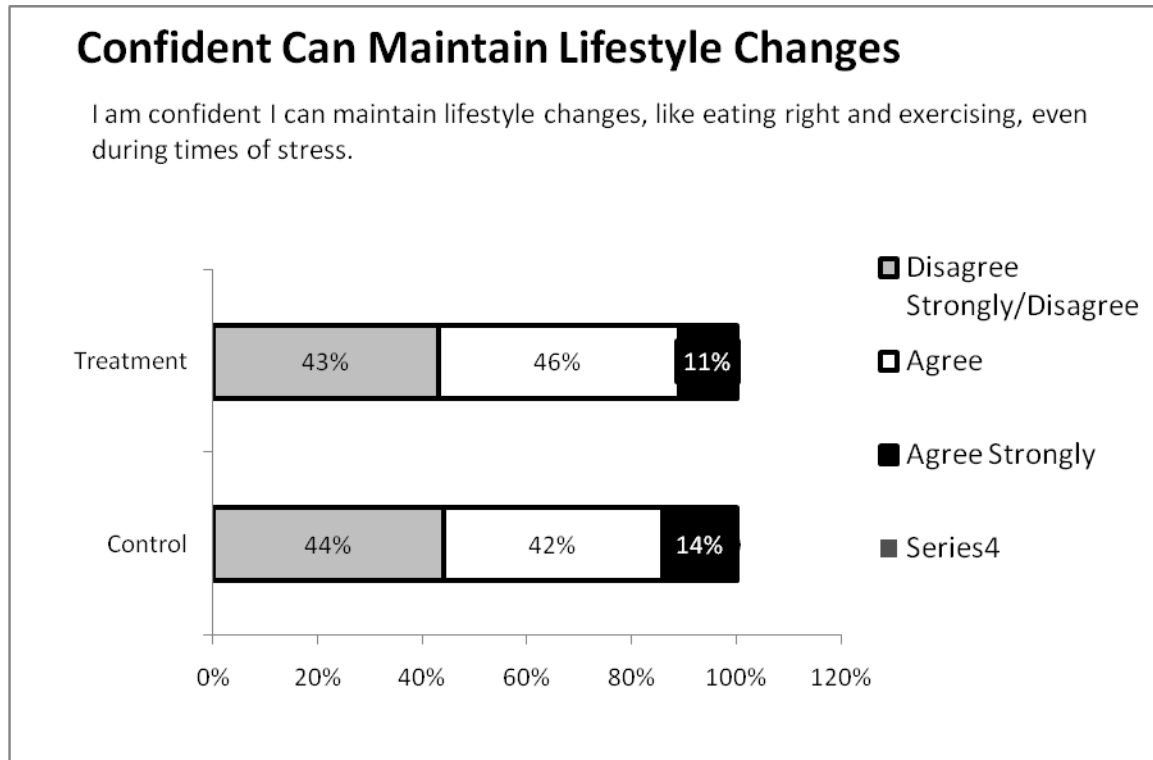
Results are based on 464 responses from the treatment group and 518 responses from the control group to this question. When weighted these responses represent 1,315 and 1,326 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 43**



Results are based on 464 responses from the treatment group and 517 responses from the control group to this question. When weighted these responses represent 1,311 and 1,323 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Patient Activation Measure 13: Question 44**

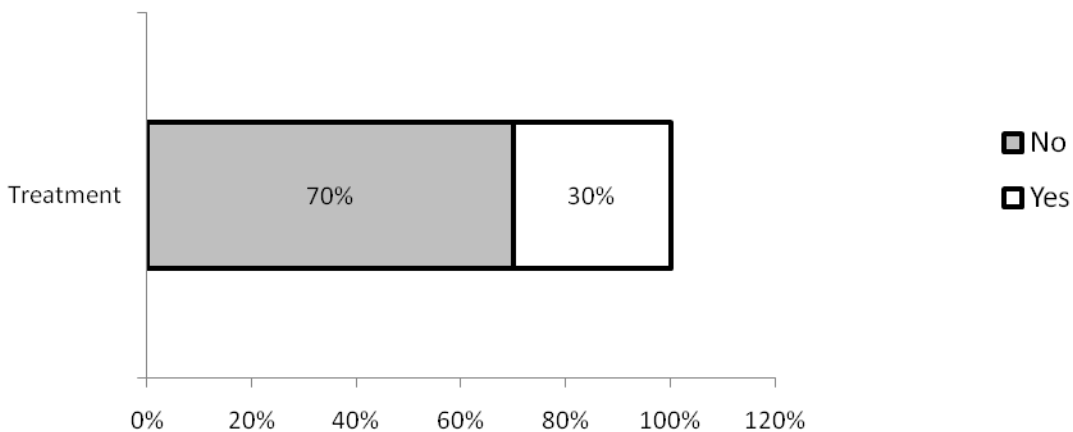


Results are based on 472 responses from the treatment group and 528 responses from the control group to this question. When weighted these responses represent 1,340 and 1,351 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 22**

Have Nurse Care Manager

Did you have a nurse care manager in 2007? This question only applies to enrolled clients.

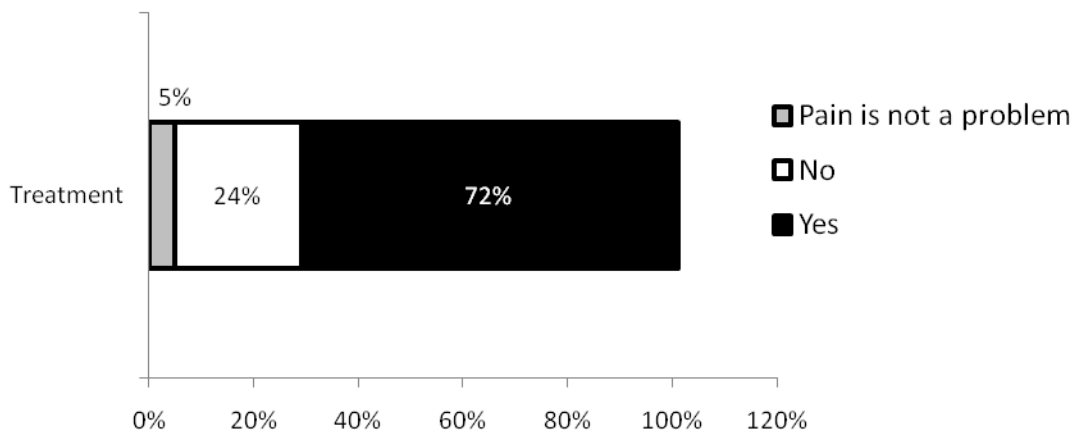


Results are based on 438 responses from the treatment group to this question. When weighted these responses represent 1,242 individuals in the treatment groups.

**King County Care Partners
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 23**

Nurse Talks About Managing Pain

If you had a nurse manager, did he or she talk with you about how to manage your pain? This question only applies to enrolled clients.

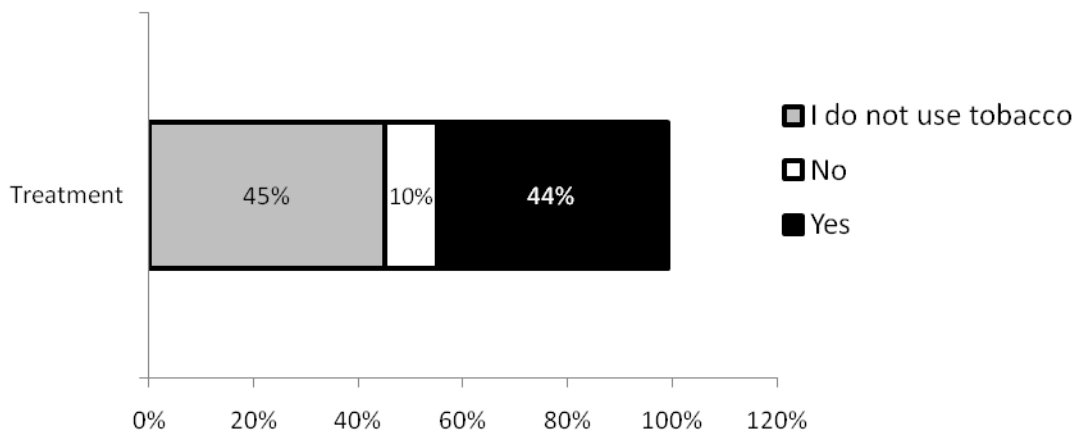


Results are based on 128 responses from the treatment group to this question. When weighted these responses represent 348 individuals in the treatment group.

**King County Care Partners
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 25**

Nurse Gives Information to Quit Tobacco

Has your nurse care manager given you information about getting help to quit smoking or using tobacco products? This question only applies to enrolled clients.

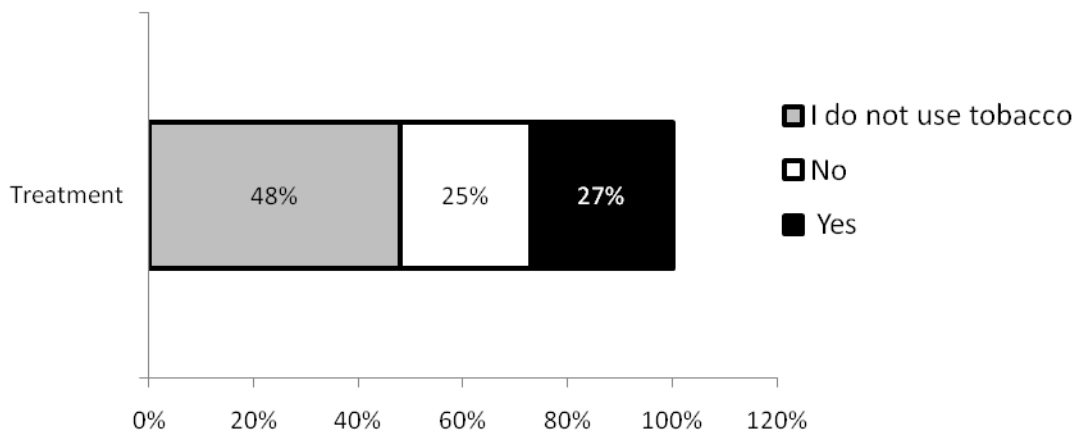


Results are based on 131 responses from the treatment group to this question. When weighted these responses represent 356 individuals in the treatment group.

**King County Care Partners
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 26**

Information to Quit Smoking Helped

Did the information you received from your nurse care manager help you reduce your smoking or use of tobacco products? This question only applies to enrolled clients.

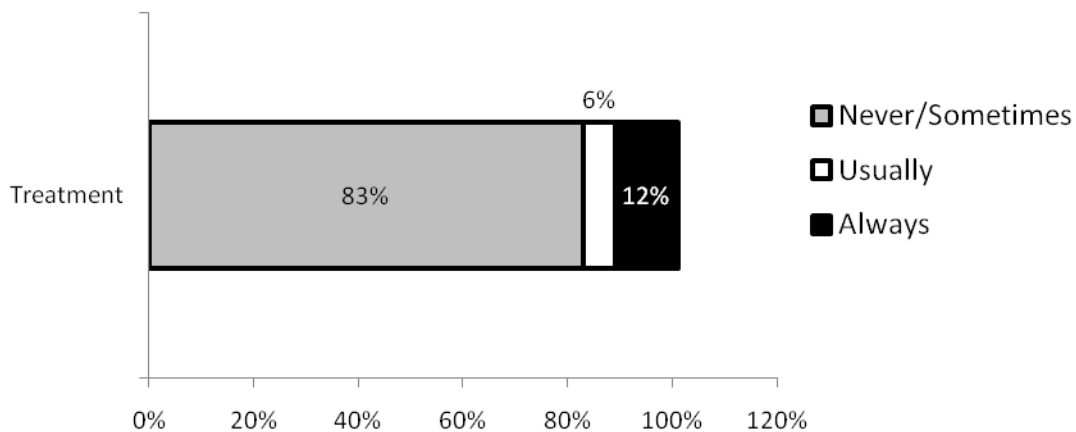


Results are based on 131 responses from the treatment group to this question. When weighted these responses represent 357 individuals in the treatment group.

**King County Care Partners
Chronic Care Management Project
Department of Social and Health Services
Nurse Care Manager: Question 27**

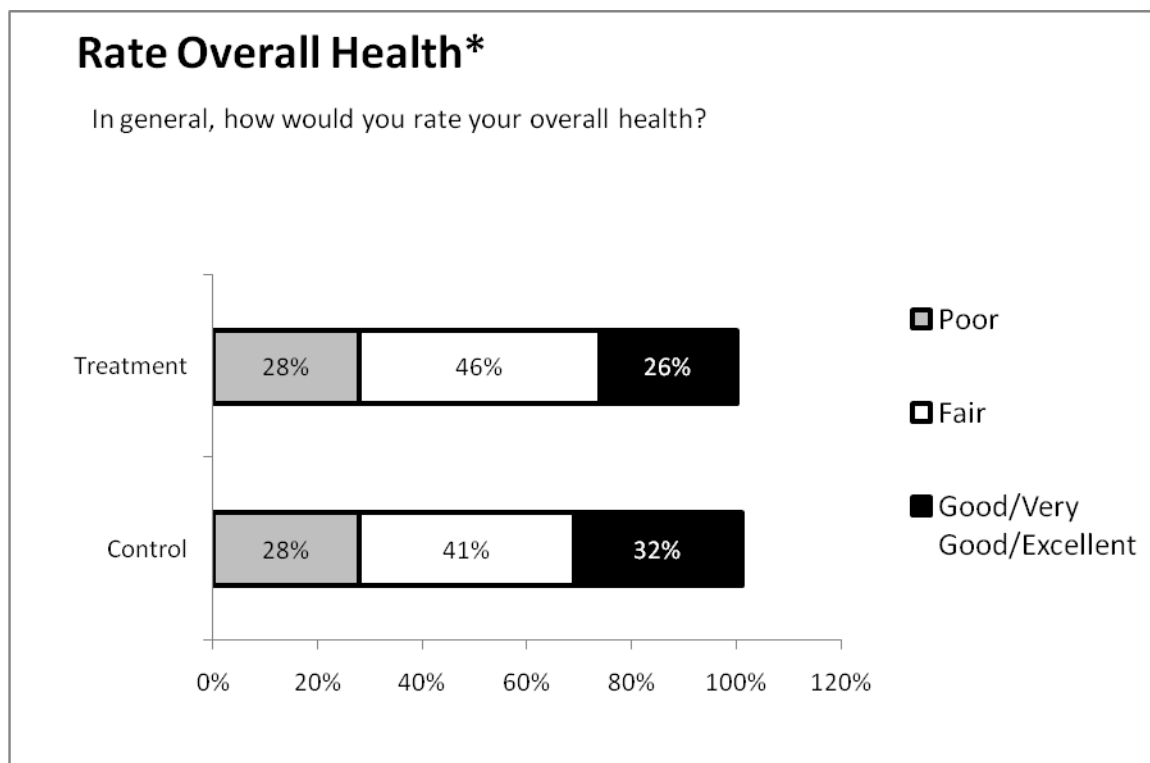
How Often Nurse Was Helpful

In the last 6 months, how often did your nurse care manager give you the information or help you needed? This question only applies to enrolled clients.



Results are based on 522 responses from the treatment group to this question. When weighted these responses represent 1,477 individuals in the treatment group.

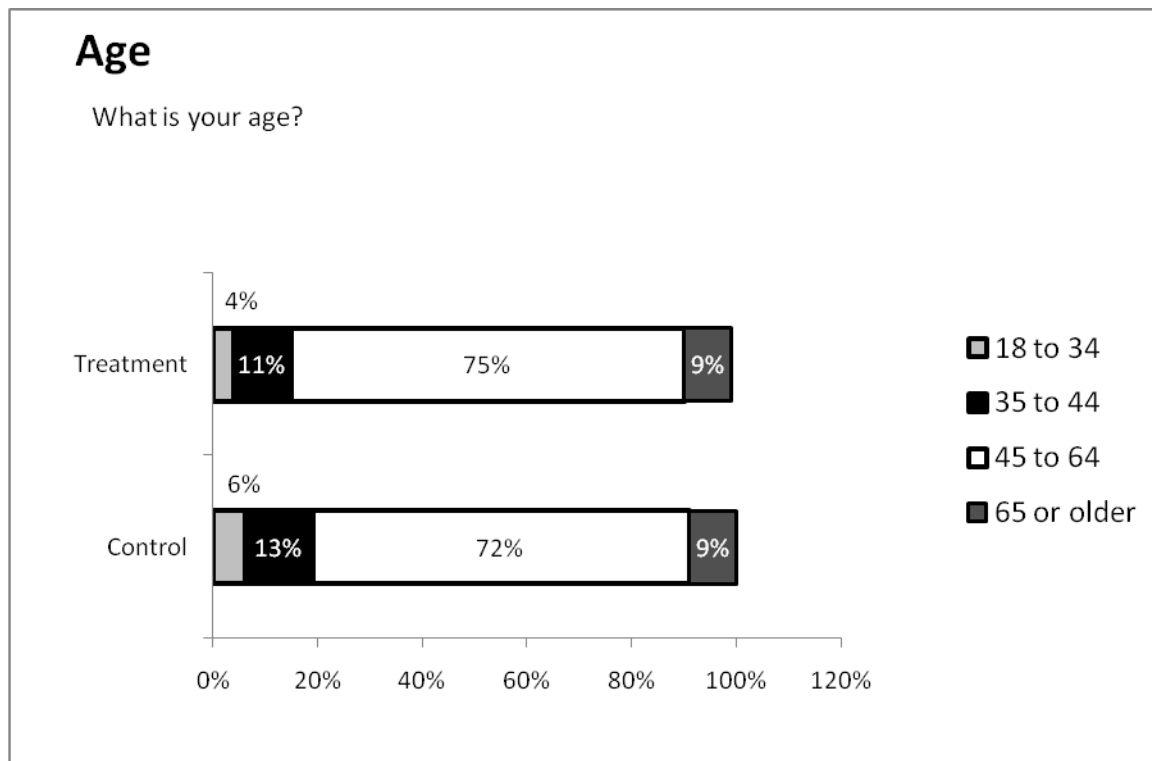
**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Demographics: Question 45**



*	Treatment and control responses differ significantly at the $p \leq 0.05$ level.
**	Treatment and control responses differ significantly at the $p \leq 0.01$ level.
***	Treatment and control responses differ significantly at the $p \leq 0.001$ level.

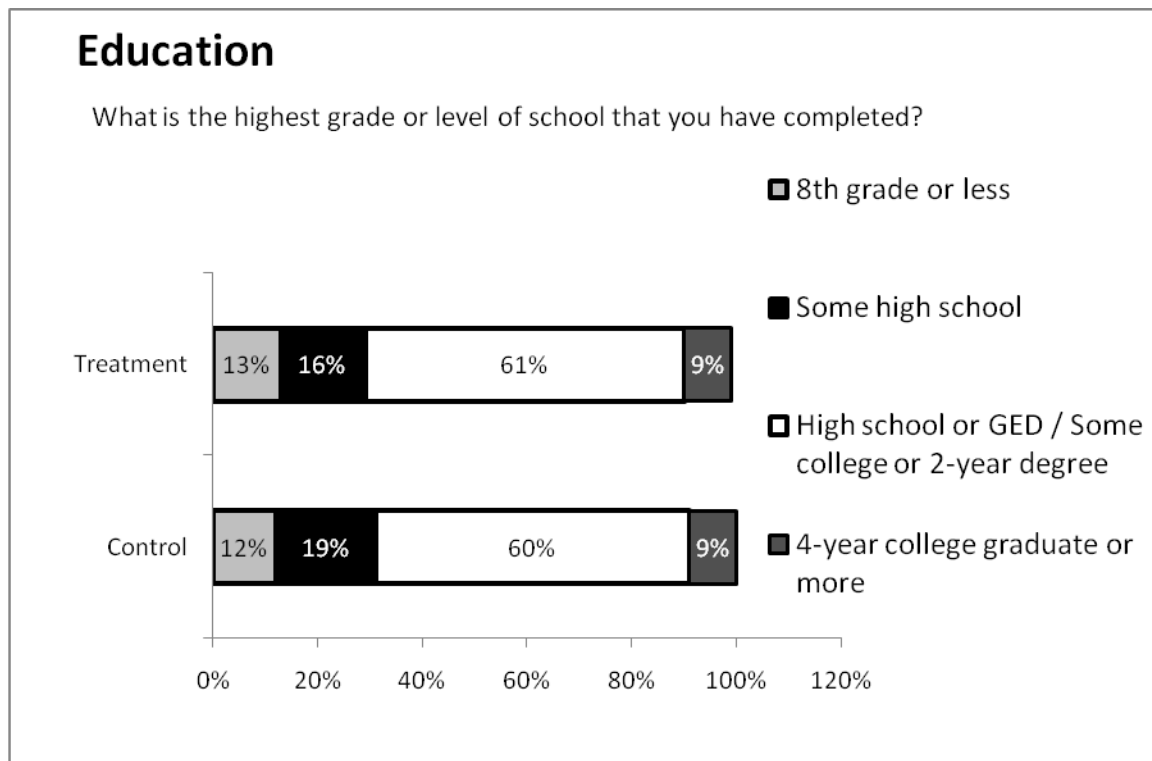
Results are based on 495 responses from the treatment group and 546 responses from the control group to this question. When weighted these responses represent 1,402 and 1,397 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Demographics: Question 60**



Results are based on 501 responses from the treatment group and 556 responses from the control group to this question. When weighted these responses represent 1,421 and 1,423 individuals in the treatment and control groups respectively.

**King County Care Partners
Chronic Care Management Project
Consumer Assessment of Healthcare Providers and Systems
Demographics: Question 62**



Results are based on 502 responses from the treatment group and 537 responses from the control group to this question. When weighted these responses represent 1,422 and 1,374 individuals in the treatment and control groups respectively.
